



**IOWA DEPARTMENT OF PUBLIC SAFETY**

# **PERFORMANCE REPORT**

Performance Results Achieved  
for Fiscal Year 2004

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Commissioner

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# INTRODUCTION

## AGENCY OVERVIEW

**Vision:** The Iowa Department of Public Safety envisions a future in which Iowa will be a safe and secure place to live, work, and enjoy life.

**Mission:** Provide public safety and criminal justice services that allow people in Iowa to enjoy a high quality of life in safe communities and that facilitate economic growth.

### Guiding Principles:

- Efficiency
- Integrity
- Service
- Professionalism
- Customer Focus
- Long-Range Thinking
- Collaborative Leadership
- Employee Participation
- Data-Based Decisions
- Continuous Improvement
- Results Orientation
- Quality
- Leadership– External And Internal

### Major services and products of IWD are:

**Enforcement and Investigation:** This includes many of the activities traditionally associated with law enforcement, such as patrolling the state’s highways, investigating major crimes, and narcotics enforcement.

**Regulation and Compliance:** This includes activities which are often described as “regulatory,” such as fire prevention inspections, code enforcement, licensing activities, gaming enforcement,

the Iowa Sex Offender Registry, and the Iowa Missing Persons Information Clearinghouse.

### **Research, Analysis & Information**

**Management :** This includes criminal intelligence, criminal history records, uniform crime reporting, public information activities, and management of the state police radio system.

**Education and Training:** This includes the Fire Service Training Bureau and the Volunteer Fire Fighter Training and Equipment Fund.

**Resource Management:** This includes the Department’s internal management of its resources as well as some specialized services for external customers, such as administration of the Public Safety Peace Officers’ Retirement, Accident, and Disability System, and the Iowa On Line Warrants and Articles (I.O.W.A.) System.

The Iowa Department of Public Safety is a department within the executive branch of Iowa State Government. It was established in 1939, when Iowa Code Chapter 80 was adopted. The State Fire Marshal, the Bureau of Criminal Investigation, and the Iowa State Patrol formed the core of the Department at that time. At later times, the Department absorbed additional functions...

The department has five divisions: Administrative Services, Criminal Investigation, Fire Marshal, Narcotics Enforcement, and State Patrol.

The Office of the Commissioner includes the Commissioner, the Commissioner’s

Executive Assistant, the Legislative Liaison, the Agency Rules Administrator, and five bureaus:

- Intelligence Bureau
- Governor's Traffic Safety Bureau

- Public Information Bureau
- Professional Standards Bureau
- Plans, Research, and Training Bureau

# STRATEGIC PLAN RESULTS

## **Key Strategic Challenges and Opportunities:**

The Iowa Department of Public Safety draws on a well-established positive public image and support from Iowans. For example, on three surveys of Iowans conducted over the past 25 years, the Iowa Poll has found that the Iowa State Patrol, in particular, enjoys high esteem among the Iowa public.

The positive public image of the Department draws upon and reflects the basic strengths of the Department and its divisions and its leadership role in law enforcement and the fire service in the State of Iowa. The Iowa State Patrol, working with the Governor's Traffic Safety Bureau, takes the lead in enforcing traffic laws in the state, especially on the state's interstate and primary highways. Iowa State Patrol Communications provides police radio services to federal, state, and local agencies, The Division of Criminal Investigation provides the expertise to investigate major crimes and has responsibility, along with the Iowa Racing and Gaming Commission for ensuring the integrity of Iowa's gaming industry, which is, in turn, critical to the role of the industry in promoting economic development in Iowa. The Division of Criminal Investigation Criminalistics Laboratory provides forensic analysis services to all Iowa law enforcement and prosecutors. The State Fire Marshal works closely with both the career and volunteer fire services in the state and assumes a leadership role in providing training of fire fighters, in maintaining fire suppression capabilities in the state, and in provide expertise in investigating arson and incidents involving explosives. The Intelligence Bureau provides the framework for sharing of criminal intelligence information among law enforcement in the state and recently has assumed a broader role in assuring the distribution of intelligence related to homeland security concerns to a broader range of agencies and institutions. The Administrative Services Division administers the I.O.W.A. System, a statewide computer network serving all of law enforcement in the state which enables rapid access by law enforcement officers to information about warrants, wanted persons, protective orders, stolen vehicles, and a variety of other information useful to the officer in the field.

These examples of cooperative efforts involving the Department of Public Safety are all the more remarkable because the Department has very little authority to direct the activities of any other agency. Generally, cooperation between state and local law enforcement agencies and between these agencies and federal agencies rests on trust between and among the cooperating agencies.

Major strategic challenges which faced the Department during FY 2004 include the following:

- FY 2004 was the second straight fiscal year in which the Department had been unable to operate a training academy for newly-recruited peace officers. Since this academy training is a prerequisite to assume the position of a sworn peace officer, the result was that officers who retired or resigned could not be replaced. (An officer could move into an individual vacant position, but each retirement or resignation resulted in a reduction in the total number of peace officers employed by the Department.) There were 563 officers employed by the Department at the end of FY 2004, down from 646 at the end of FY 2001. This is in the face of increasing workloads in nearly all areas of departmental responsibility.
- Clandestine methamphetamine laboratories continued to require major investments of resources by the Department. There were 1475 labs reported statewide by all of law enforcement in Iowa during calendar year 2004. A team of officers employed by the Division of Narcotics Enforcement has been dedicated to responding to meth lab calls. Ironically, intelligence estimates suggest that about 80 percent of the meth used in Iowa is imported from out of state, not manufactured here in home-grown laboratories.
- The criminalistics laboratory continued to operate from two facilities, separated by several miles, complicating the administration of the laboratory. The laboratory would move into a new, consolidated facility during FY 2005.
- The Code of Iowa assigns responsibilities for conducting fire prevention inspections to the Fire Marshal significantly in excess of available resources.
- The Department's vehicle fleet continued to age, with many vehicles operated by state troopers having been driven 100,000 miles or more. Vehicles driven by troopers are subject to stresses significantly greater than those experienced by typical passenger vehicles.

**Goal #1: . Reduce the illicit supply of controlled substances and the consequences of illicit drug activity**

**Strategies:**

- Continue to conduct investigations of major drug trafficking operations.
- Continue to provide laboratory analysis support to state and local narcotics investigators throughout Iowa.
- Continue to provide intelligence support to narcotics investigations throughout Iowa, including multi-jurisdictional task forces.
- Continue to seize and process clandestine methamphetamine laboratories.
- Cooperate with the Office of Drug Control Policy, the Department of Human Services, and local law enforcement authorities in Appanoose and Polk counties to design, implement, and evaluate a pilot project to intervene on behalf of Drug endangered Children.

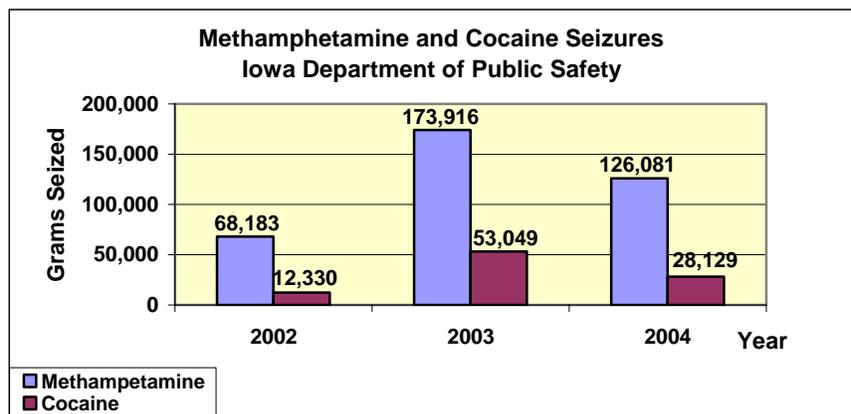
**Measures/Results**

**Performance Measure:**

Volume (grams) of drugs seized.

**Data Sources:**

*Intelligence Bureau,  
Iowa Department of  
Public Safety*



**Data Reliability:** Moderately high. Amounts seized are weighed very precisely by the Division of Criminal Investigation Criminalistics Laboratory.

**What was achieved:** Significant amounts of methamphetamine and cocaine were denied to dealers and users in Iowa in each of the past three years.

**Analysis of results:** Seizures of methamphetamine far outstrip seizures of cocaine, which reinforce information from various sources indicating that methamphetamine continues as the “drug of choice” among traffickers and users of illicit substances in Iowa.

**Link(s) to Enterprise Plan:** None.

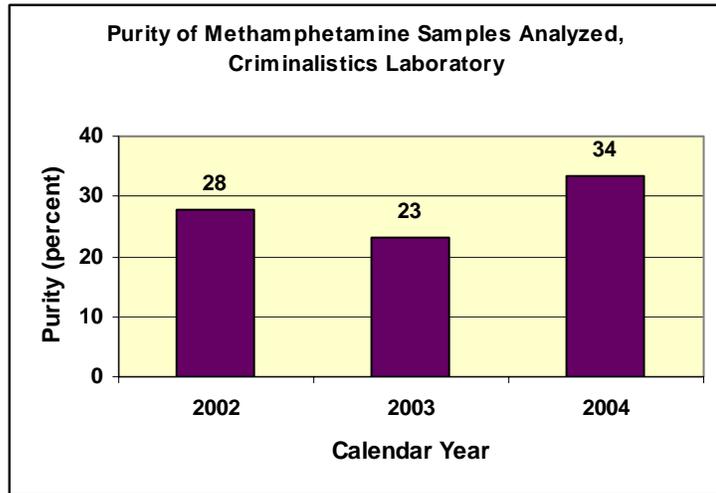
## Measures/Results

### **Performance Measure:**

Purity of drug samples analyzed by Division of Criminal Investigation Criminalistics Laboratory

### **Data Sources:**

*Criminalistics Laboratory*



**Data Reliability:** Moderately high. Purity is determined for each sample of methamphetamine submitted to the Criminalistics Laboratory.

**What was achieved:** No clear trend emerges in the purity of methamphetamine samples analyzed by the Criminalistics Laboratory.

**Analysis of results:** A trend of increasing purity may indicate increased availability of the drug.

**Link(s) to Enterprise Plan:** None.

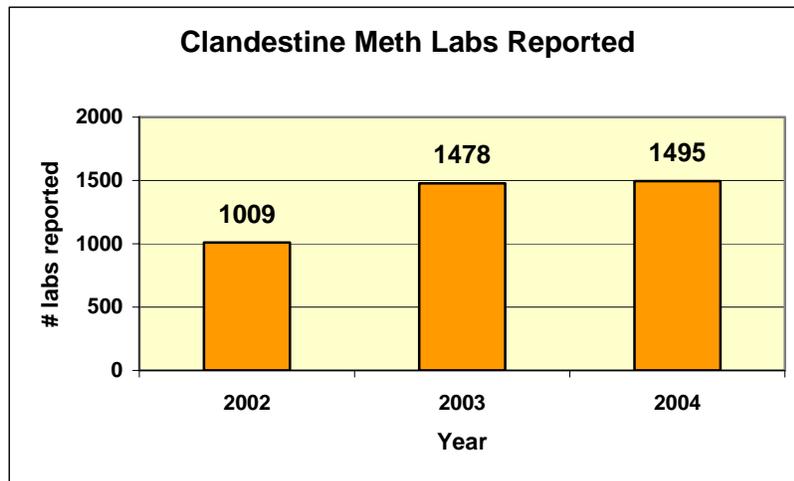
## Measures/Results

### **Performance Measure:**

Clandestine methamphetamine laboratories seized by the Iowa Division of Narcotics Enforcement

### **Data Sources:**

*Intelligence Bureau*



**Data Reliability:** Moderate; dependent upon comprehensive reporting from local agencies.

**What was achieved:** Law enforcement in the state, continued to devote substantial resources to responding to clandestine meth labs.

**Analysis of results:** A significant increase in meth labs discovered in Iowa experienced between 2002 and 2003 was sustained in 2004. As of the end of 2004, the meth lab problem was continuing to consume enormous law enforcement resources in Iowa.

**Link(s) to Enterprise Plan:** None.

**Goal #2:** . Reduce preventable deaths and injuries, focusing on hazards of traffic, fire, and crime.

**Strategies:**

- Establish Amber Alert Program
- Continue to emphasize drunk and drugged driving enforcement and implement reduction of Iowa's per se level in OWI cases from .10 to .08 percent BAC
- Continue to emphasize enforcement of occupant restraint (seat belt and child restraint) requirements
- Continue to conduct fire safety inspections of health care facilities, educational institutions, correctional facilities, flammable liquid installations, and explosive storage facilities.
- Continue to provide professional training in fire suppression and fire management techniques and professional fire fighter certification to volunteer and paid fire fighters
- Develop a deer/car public safety and awareness plan in the Iowa State Patrol.

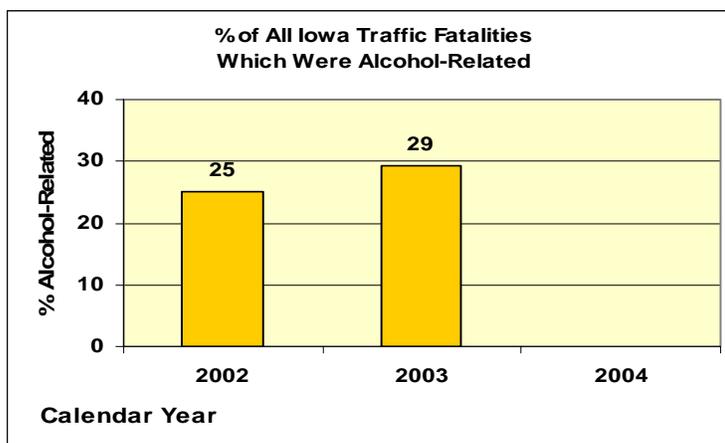
**Measures/Results**

**Performance Measure:**

Percent of total Iowa traffic fatalities that are alcohol-related.

**Data Sources:** Iowa

Department of Transportation



**Data Reliability:** Moderately high (data accurate for all cases in which tests are performed) Data for 2004 are not yet available.

**What was achieved:** Alcohol-related crashes and the resulting injuries and fatalities have been a major emphasis for enforcement efforts in Iowa in recent years.

**Analysis of results:** The measure “controls for” major changes in the overall level of traffic safety. While the slight increase in the proportion of fatalities attributable to alcohol in 2003 is concerning, the proportions of fatalities related to alcohol in both years presented are far below historical levels, which were around 40 percent.

**Link(s) to Enterprise Plan:** None

### Goal #3: . Contribute to Suppression of Criminal Activity

#### Strategies:

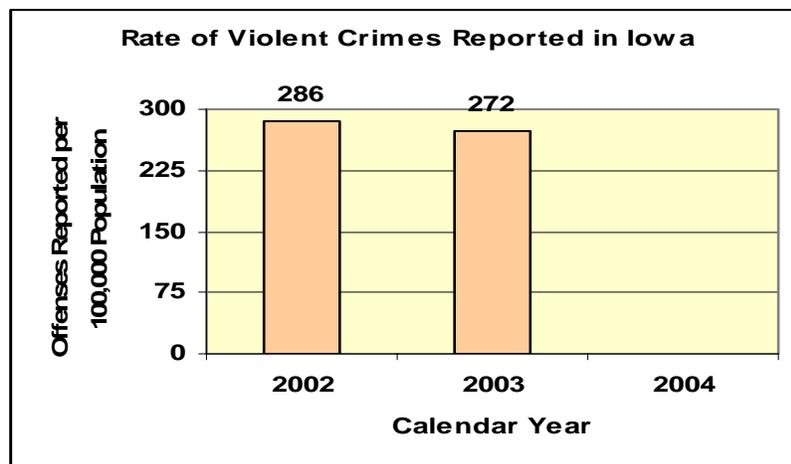
- Continue to conduct major criminal investigations in support of and conjunction with local law enforcement.
- Continue to provide forensic laboratory services to law enforcement throughout Iowa.
- Develop a plan for a cold case unit in the Division of Criminal Investigation

#### Measures/Results

##### Performance Measure:

Rate of violent index crime reported to law enforcement in Iowa.

**Data Sources:** Iowa Uniform Crime Reporting System



**Data Reliability:** Moderately high. Reports received by the Department of Public Safety are processed in a consistent and thorough manner; some local agencies do not report offenses to the Department of Public Safety. Data for 2004 are not yet available; these data are scheduled to be available in October 2004.

**What was achieved:** Violent crime is a key indicator in widely-used and reported measures of the livability of the various states. Iowa's violent crime rate has historically been much lower than the national rate.

**Analysis of results:** There was a decline of nearly five percent in the rate of reported violent crime in Iowa between 2002 and 2003; if sustained, this would be an encouraging trend and would help Iowa to maintain its status as one of the most livable places in the United States.

**Link(s) to Enterprise Plan:** None.

**Goal #4: Contribute to Iowa's Ability to Detect, Prepare for, Prevent, Protect Against, Respond to, and Recover from Terrorist Attacks.**

**Strategies:**

- Improve intelligence analysis support provided to law enforcement and homeland security agencies.
- Participate in the Financial Crimes Task Force being established by the Attorney General, including development of an improved system to collect and disseminate intelligence information on potential money laundering activities
- Restructure the commercial explosive licensing system integrated with changes in the federal system for regulating commercial use of explosives.
- Complete analysis of bomb squad coverage in Iowa and develop a plan to increase coverage statewide.

<b>Measures/Results</b>	
<b>Performance Measure:</b>	No measures have been developed for this strategic goal.
<b>Data Sources:</b>	

**Data Reliability:**

**What was achieved:**

**Analysis of results:**

**Link(s) to Enterprise Plan:**

**Goal #5: . Continue to Support Development of Excellence in the Workforce**

**Strategies:**

- Continue to conduct thorough background investigations of all prospective employees before final offers of employment are extended.
- Continue to provide training to recruit peace officers in excess of minimum standards promulgated by the Iowa Law Enforcement Academy
- Continue to provide regular in service training to all peace officer members of the Department
- Continue to conduct thorough investigations of all complaints received regarding conduct of employees of the Department.

<b>Measures/Results</b>	
<b>Performance Measure:</b>	No measures have been developed for this strategic goal.
<b>Data Sources:</b>	

**Data Reliability:**

**What was achieved:**

**Analysis of results:**

**Link(s) to Enterprise Plan:**

# PERFORMANCE PLAN RESULTS

## CORE FUNCTION

**Name:** Enforcement and Investigation

**Description:** Enhance the safety and well being of the public through the enforcement of state and federal laws and to investigate those incidences where laws have been violated. Activities may include patrolling highways; investigating major crimes, alleged fraud, or other incidents of law violations; enforcement of gaming laws; laws involving wildlife harvest; and motor carrier enforcement.

**Why we are doing this:** To enhance the safety of lowans from the hazards associated with crime, traffic, and fire.

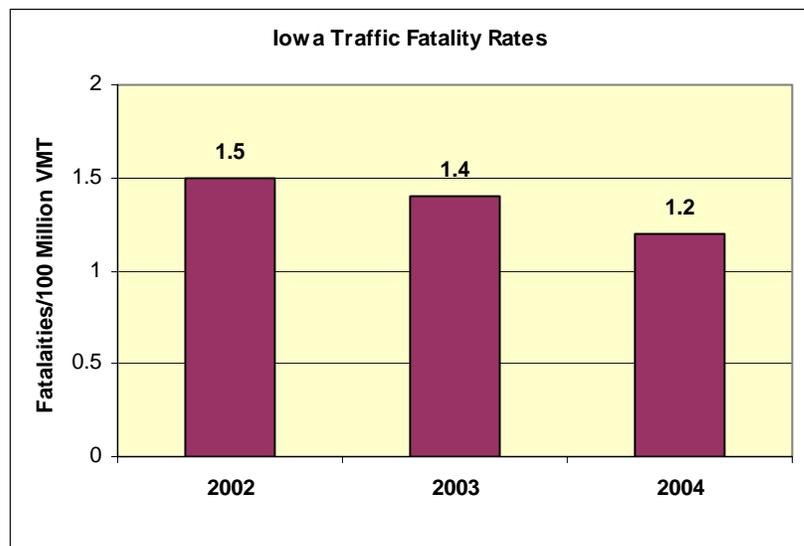
**What we're doing to achieve results:**

### Results

Performance Measure:  
Traffic Fatalities per 100 Million  
Vehicle Miles Traveled (moving  
average - 3 yrs)

Performance Target: 1.6

Data Sources: Number of Iowa  
traffic fatalities and estimated  
numbers of vehicle miles  
traveled are obtained from the  
Iowa Department of  
Transportation.



**Data reliability:** Very high. Traffic fatalities are counted on the basis of mandatory reports received by the Department of Transportation.

**Why we are using this measure:** traffic fatality rates are widely accepted as a core indicator of the safety of motor vehicle travel.

**What was achieved:** The traffic fatality rate in 2004 was significantly below the target rate of 1.6 per million vehicle miles traveled; it was at a historically low level.

**Analysis of results:** Iowa had fewer traffic fatalities than in 2004 than in any year since 1945, although the numbers of miles accumulated by drivers in Iowa continues to increase substantially each year.

**Factors affecting results:** Use of occupant restraints; seat belt, speed, and alcohol enforcement activity.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Iowa State Patrol

**Description:** Traffic enforcement, investigation and interdiction

**Why we are doing this:** Traffic crashes are the leading cause of unintentional injuries and deaths. Enforcement of traffic laws is a key component of prevention of risky driving behaviors which contribute to injuries and fatalities.

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> # of enforcement contacts	Iowa State Patrol officers recorded 480,177 enforcement contacts during FY 2004.
<b>Performance Target:</b> <i>To be established</i>	
<b>Data Sources:</b> <i>Iowa State Patrol Activity Reports</i>	

**Data reliability:** High; taken directly from daily activity reports filed by troopers.

**Why we are using this measure:** Measure of direct enforcement activity of patrol officers.

**What was achieved:** Each contact recorded by the Iowa State Patrol enhances the visibility of the Patrol, which is likely to encourage drivers to reduce risky driving behaviors.

**Analysis of results:** Iowa State Patrol troopers are maintaining a visible presence of Iowa's highways in spite of declining numbers of personnel available for direct traffic enforcement.

**Factors affecting results:** Number and availability of troopers involved in enforcement activity.

**Resources used:**

## Results

**Performance Measure:**

# of narcotics arrest by Iowa State Patrol

Iowa State Patrol recorded 2671 narcotics arrests during FY 2004.

**Performance Target:** *To be established*

**Data Sources:** *Iowa State Patrol Activity Reports*

**Data reliability:** High; taken directly from daily activity reports filed by troopers.

**Why we are using this measure:** Direct measure of State Patrol contribution to narcotics enforcement efforts.

**What was achieved:** Significant numbers of persons transporting drugs in Iowa were apprehended.

**Analysis of results:** Drug interdiction by troopers results in two benefits: (1) highway safety is directly enhanced by removing drugs which impair driving ability and those transporting them from circulation and (2) the state's efforts to reduce drug trafficking are enhanced through the efforts of troopers who are positioned to interdict flows of illicit drugs by nature of their role enforcing the law on the state's highways.

**Factors affecting results:** Number and availability of troopers involved in enforcement activity; training of troopers in narcotics enforcement, including drug identification techniques.

## Results

**Performance Measure:**  
# of positive criminal interdictions  
by Iowa State Patrol

Data not available.

**Performance Target:** *To be  
established*

**Data Sources:** *Iowa State  
Patrol Activity Reports*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

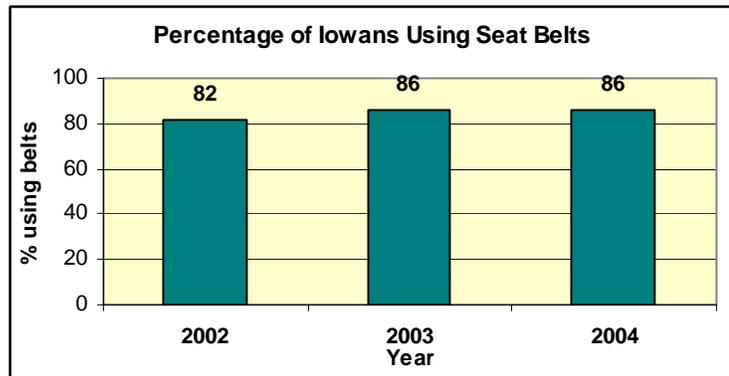
**Performance Measure:**

% of Iowa drivers and front seat passengers using seat belts (annual DOT survey)

**Performance Target:** 83

**Data Sources:** Annual Seat Belt

Use Survey Conducted by the Iowa State Patrol and the Iowa Department of Transportation



**Data reliability:** Moderately high (annual survey conducted with consistent methodology)  
NOTE: Calendar year survey.

**Why we are using this measure:** Seat belt usage is directly affected by enforcement efforts and directly affects the occurrence of traffic fatalities and injuries,

**What was achieved:** Seat belt usage in Iowa in 2005 exceeded the target.

**Analysis of results:** Seat belt use in Iowa continues at a sustained high level; efforts to raise it further will involve a mix of enforcement, education, and advertising.

**Factors affecting results:** Availability and visibility of officers in traffic enforcement activity; effectiveness of education efforts to encourage seat belt use.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Fire Marshal's Office

**Description:** . Provide direction and assistance to law enforcement and fire departments in the determination of fire causation and in the investigation of explosive-type incidents

**Why we are doing this:**

**What we're doing to achieve results:**

<b>Results</b>	
<p><b>Performance Measure:</b> % of cases involving fires of suspicious or unknown origin in which the cause is identified</p> <p><b>Performance Target:</b> 50</p> <p><b>Data Sources:</b> Arson and Explosives Bureau Incident Reports</p>	<p>Data not available.</p>

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Number of criminal cases involving explosives and incendiary devices processed

**Performance Target:** *To be established*

**Data Sources:** *Arson and Explosives Bureau Incident Reports*

The Fire Marshal division dealt with 558 cases involving explosives or incendiary devices during FY 2004.

**Data reliability: High**

**Why we are using this measure:** The Arson and Explosives Bureau is responsible for investigating cases involving explosives and incendiary devices throughout the state and is the only agency available to do so in all of the state except in those cities with local “bomb squads.”

**What was achieved:** Each case in which assistance of the Arson and Explosives Bureau was requested was investigated.

**Analysis of results:** Investigative resources available for cases involving explosives and incendiary devices are severely limited in relation to the number of cases where assistance of the Arson and Explosives Bureau is requested.

**Factors affecting results:** Numbers of cases referred by local agencies; availability of investigators.

## Results

**Performance Measure:** % of criminal cases involving explosives and incendiary devices that are cleared

27 percent of criminal cases involving explosives or incendiary devices were resolved during FY 2004.

**Performance Target:** *To be established*

**Data Sources:** *Arson and Explosives Bureau Incident Reports*

### **Data reliability: High**

**Why we are using this measure:** Resolution of cases involving explosives and incendiary devices is critical given the hazards involved.

**What was achieved:** Just over one quarter of criminal cases involving explosives or incendiary devices were resolved during FY 2004, leaving nearly three quarters unresolved.

**Analysis of results:** Investigations of incidents are among the most sensitive and difficult of criminal investigations, which is reflected in the relative low percentage of these cases which are resolved.

**Factors affecting results:** Availability and training of investigators. Numbers of cases assigned to each investigator.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Division of Narcotics Enforcement

**Description:** Narcotics enforcement, investigation & Awareness

**Why we are doing this:** Illicit narcotics are at the core of many of Iowa's crime problems; narcotics enforcement reduces the availability of illicit drugs, especially to young people and deters use of these substances.

**What we're doing to achieve results:** The Division of Narcotics Enforcement focuses on investigation and disruption of major trafficking operations.

### Results

**Performance Measure:**

Number of cases investigated

There were 937 major narcotics investigations conducted by the Division of Narcotics Enforcement during FY 2004.

**Performance Target:** *To be established*

**Data Sources:** *Division of Narcotics Enforcement*

**Data reliability:** Moderate.

**Why we are using this measure:** Investigations of major narcotics operations is central to the mission of the Division of Narcotics Enforcement.

**What was achieved:** The agents of the Division of Narcotics Enforcement conducted major investigations of narcotics trafficking and distribution in every part of the state.

**Analysis of results:** Investigations of major narcotics trafficking operations depend upon leads developed by agents and other law enforcement agencies in the state, information developed from informants, and availability of investigative resources.

**Factors affecting results:** Numbers of agents; level of training; availability of information leading to major narcotics investigations.

## Results

**Performance Measure:**

Number of arrests

Data not available.

**Performance Target:** *To be established*

**Data Sources:** *Division of Narcotics Enforcement*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Number of cash and narcotics seizures

Date not available.

**Performance Target:** *To be established*

**Data Sources:** *Division of Narcotics Enforcement*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Number of identification, awareness & education programs delivered to emergency responders

There were 87 awareness and education programs delivered by personnel of the Division of Narcotics Enforcement to emergency responders in the state during FY 2004.

**Performance Target:** *To be established*

**Data Sources:** *Division of Narcotics Enforcement*

**Data reliability:** High

**Why we are using this measure:** Educating emergency responders of all types to identify illicit narcotics is a key supplement to narcotics enforcement efforts.

**What was achieved:** Emergency responders from various areas of the state were educated to identify illicit substances.

**Analysis of results:** Number of programs indicates interest of emergency responders to receive information about illicit drugs and their identification.

**Factors affecting results:** Availability of narcotics personnel to deliver educational programs; interest and availability of emergency responders to receive this information.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Criminal Investigation Operation/Administration

**Description:** General criminal investigation functions and administration of the Division of Criminal Investigation

**Why we are doing this:**

**What we're doing to achieve results:**

### Results

**Performance Measure:**

Request for assistance from local jurisdictions (Calls for service)

**Performance Target:** *To be established*

**Data Sources:** *Division of Criminal Investigation*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Percent of cases successfully processed.

77.7% of criminal investigations undertaken “general criminal investigation” agents of the Division of Criminal Investigation during FY 2004 were resolved successfully.

**Performance Target:** 75 %

**Data Sources:** *Division of Criminal Investigation*

**Data reliability:** Moderately high

**Why we are using this measure:** Assisting local law enforcement agencies in major criminal investigations is the central function of the Field Operations Bureau of the Division of Criminal Investigation. The DCI has expertise and resources applicable to these investigations which are not practical for many local agencies, which experience major criminal incidents only sporadically, to maintain,

**What was achieved:** Major criminal investigations involving Special Agents of the Division of Criminal Investigation were resolved successfully at a rate higher than the target.

**Analysis of results:** The success rate of the Division of Criminal Investigation working with local law enforcement agencies to investigate major crimes allows many local agencies to rely on the assistance of the Division of Criminal Investigation rather than to bear the expense of establishing and maintaining specialized investigative resources which would be employed only sporadically.

**Factors affecting results:** Availability and training of investigative personnel of the Division of Criminal Investigation.

## Results

**Performance Measure:**

Median time for initial response to calls for service

Data not available

**Performance Target:** *Baseline to be established.*

**Data Sources:** *Division of Criminal Investigation*

**Data reliability:** Uncertain

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Criminalistics Laboratory Services

**Description:** Forensic laboratory services serving all of Iowa law enforcement.

**Why we are doing this:** Scientific processing and analysis of evidence is a key component of successfully investigating and prosecuting criminal cases.

**What we're doing to achieve results:** Laboratory scientific personnel are deployed to specialties to maximize their ability to gain expertise related to specific areas of analysis.

### Results

**Performance Measure:**

Average Lab-wide turn-around time on cases closed (days).

**Performance Target:** 45

**Data Sources:** DCI

Criminalistics Laboratory

The average turnaround time for all laboratory cases completed during FY 2004 was 48 days.

**Data reliability:** Moderately high (data entered into Laboratory's CRIMES computer system not entirely complete for FY 2004)

**Why we are using this measure:** Timeliness is a critical aspect of services provided by the Criminalistics Laboratory to law enforcement and prosecution in the state.

**What was achieved:** The target of 45 days was approached and nearly achieved.

**Analysis of results:** Laboratory personnel were able to approach the target average turnaround time for cases processed during FY 2004. There is no margin for error and any decline in availability of personnel or increase in caseload, or a combination of the two, is likely to result in unsatisfactory performance.

**Factors affecting results:** Availability and training of laboratory personnel; caseload.

# PERFORMANCE PLAN RESULTS

## CORE FUNCTION

**Name:** Regulation and Compliance

**Description:** Includes licensing of bail enforcement, private investigative, and private security firms, fire prevention inspections, and enforcement of the state building code.

**Why we are doing this:** Enhance the safety, health and economic well being of the public through consultation and enforcement of state regulations.

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> Property loss from fires in regulated facilities	Data not available.
<b>Performance Target:</b> <i>To be established</i>	
<b>Data Sources:</b> <i>Iowa Fire Incident Reporting System</i>	

**Data reliability:**

**Why we are using this measure:**

**What was achieved:.**

**Analysis of results:**

**Factors affecting results:** None noted.

## Results

**Performance Measure:**

Fire death rate in inspected facilities (per 100,000 occupants)

There were no fire deaths reported in regulated facilities during FY 2004.

**Performance Target:** *To be established*

**Data Sources:** *Iowa Fire Incident Reporting System*

**Data reliability:** Moderately high.

**Why we are using this measure:** Prevention of fire deaths and injuries is the purpose of fire prevention inspections.

**What was achieved:** There were no fire deaths in regulated facilities.

**Analysis of results:** The purpose of fire prevention inspections was realized.

**Factors affecting results:** Availability of inspection personnel; quality of construction and adherence to fire safety procedures in regulated facilities.

## Results

**Performance Measure:**

Incidents of major corruption, fraudulent practices and organized crime activity in the gaming industry

There were 0 incidents of major corruption, fraudulent practices, or organized crime activity detected in Iowa's gaming industry during FY 2004.

**Performance Target:** 0

**Data Sources:** Division of Criminal Investigation

**Data reliability:** Moderate.

**Why we are using this measure:** Law enforcement resources are dedicated to gaming to maintain the integrity of the industry in Iowa.

**What was achieved:** The goal of maintaining the integrity of the gaming industry appears to have been met.

**Analysis of results:** Integrity of the industry is a key to the continued development and growth of the industry in Iowa.

**Factors affecting results:** Availability and training of law enforcement personnel dedicated to gaming venues in Iowa.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Program Services

**Description:** Administer licensing program for bail enforcement, private investigative and private security businesses and administer weapons permitting laws.

**Why we are doing this:** Licensing of bail enforcement, private investigative, and private security businesses is the state's primary tool to ensure the integrity of those industries in Iowa. Issuance of permits to acquire and permits to carry enables the state to reduce the availability of firearms to those not authorized legally to acquire or possess them.

**What we're doing to achieve results:** All bail enforcement, private investigative, and private security businesses in Iowa are required to be licensed and their employees, other than clerical support, to carry state-issued identification cards. Both licensees and employees are required to meet various established criteria. Weapons permits are withheld from those not qualifying to acquire or carry a firearm and permits to carry may be withheld from others on a discretionary basis, in most cases by a county sheriff.

### Results

**Performance Measure:** % identification cards issued within required 14 days

Data not available

**Performance Target:** 98

**Data Sources:** Program Services Bureau, Division of Administrative Services

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

% of weapons permit inquiries responded to within 2 business days.

**Performance Target: 95**

**Data Sources:** Program Services Bureau, Division of Administrative Services

95.2 percent of inquiries received regarding weapons permitting in Iowa were answered within 2 working days.

**Data reliability:** High.

**Why we are using this measure:** Weapons permitting is a complex and sometimes contentious process; accurate information regarding procedures and requirements is crucial to the smooth functioning of the permitting system.

**What was achieved:** The target was met; less than one in twenty inquiries regarding weapons permitting remains unanswered after two working days.

**Analysis of results:** The ability to meet the target is dependent upon the knowledge and expertise of staff.

**Factors affecting results:** Availability of staff expert on weapons permitting.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Plan Reviews

**Description:** Maintain and enforce the state building code and fire marshal rules and standards to which they refer through plan reviews.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> Median turnaround time (expressed in calendar days) of plans after complete submission	Average turnaround time for building code plan reviews was exactly at the target of 45 days.
<b>Performance Target:</b> 45	
<b>Data Sources:</b> Building Code Bureau, Fire Marshal Division	

**Data reliability:** High; precise records of receipt and response of plans for review are maintained, in order to document whether plans are reviewed within time limit of 60 days, after which fees are to be returned.

**Why we are using this measure:** Turnaround time for plan reviews is key to an industry in which project schedules are critical to maintaining profitability and credibility.

**What was achieved:** Building Code Bureau staff met the target of averaging 45 days for turnaround of plan reviews.

**Analysis of results:** The average turnaround time of 45 days leaves no margin for error; if the average turnaround time increases due to reduction in staff or increases in the workload, it is likely that some plan reviews will exceed a turnaround time of 60 days, which will violate a money back guarantee enshrined in administrative rules of the Department at the direction of the Governor.

**Factors affecting results:** Availability and training of staff.

## Results

**Performance Measure:**

Percent of plan reviews completed within 60 calendar days of complete submission

In excess of 99 percent of plan reviews were completed by Building Code Bureau staff within 60 days of complete submission. This fell short of the target by one plan review.

**Performance Target:** 100

**Data Sources:** Building Code Bureau, Fire Marshal Division

**Data reliability:** High.

**Why we are using this measure:** Plan review results are promised within 60 days of complete submission, by administrative rule of the Department. A money back guarantee of plan review fees is offered if the deadline is not met.

**What was achieved:** All except one plan reviewed during FY 2004 were completed within 60 days.

**Analysis of results:** The one instance in which a plan review was not completed with 60 days is the single instance in which this has occurred since the money back guarantee was adopted five years ago.

**Factors affecting results:** Availability of staff qualified to conduct plan reviews.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Fire Prevention Inspections

**Description:** Conduct fire safety inspections for all facilities requiring inspection under state and/or federal statute.

**Why we are doing this:** Certain occupancies typically serve persons who are likely to be vulnerable to injury or death in a fire.

**What we're doing to achieve results:** Fire prevention inspections are conducted routinely in those facilities whose occupants are most vulnerable in the event of a fire: health care facilities, schools, jails and detention facilities, assisted living facilities, child care facilities, and adult day services facilities.

### Results

**Performance Measure:**  
Percent of health care facility inspection reports returned to facilities within ten calendar days

Data not available.

**Performance Target:** 95

**Data Sources:** Fire Prevention Bureau, Fire Marshal Division

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Percent of required school and college fire inspections completed biennially

**Performance Target:** *To be established*

**Data Sources:** *Fire Prevention Bureau, Fire Marshal Division*

50 percent of required fire prevention of school and college facilities were on schedule at the conclusion of FY 2004.

**Data reliability:** High.

**Why we are using this measure:** Schools and colleges house populations likely to be at an elevated risk of injury or death in a fire.

**What was achieved:** Half of Iowa's schools and colleges have been inspected within the time frame (two years) required by state law.

**Analysis of results:** Availability of fire prevention inspectors is inadequate to meet the requirements of state law regarding inspections of schools and colleges.

**Factors affecting results:** Availability of trained fire prevention inspectors.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name: Gaming Enforcement**

**Description:** Ensure integrity of and confidence in the state regulated legal gaming industry including casino gaming, pari-mutuel gaming and lottery.

**Why we are doing this:** Integrity of the gaming industry is a key to its growth and continued viability..

**What we're doing to achieve results:** A contingent of sworn peace officers, funded by the gaming industry, is assigned full time to each gaming venue.

### Results

**Performance Measure:**

Percent of required slot machine audits completed annually

Data not available; function later transferred to Iowa Racing and Gaming Commission personnel.

**Performance Target:** 100

**Data Sources:** Division of Criminal Investigation

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Percent of gaming and lottery licensees on whom background investigations are conducted

**Performance Target:** 100

**Data Sources:** Division of Criminal Investigation

All required background investigations were completed.

**Data reliability:** High.

**Why we are using this measure:** A key to maintaining integrity of the gaming industry is barring participation of persons with questionable backgrounds, particularly with criminal records or links to criminal activity.

**What was achieved:** All required background investigations have been completed.

**Analysis of results:** Adequate background investigations are resource-intensive. Maintaining availability of resources needed to conduct these investigations is critical to the continued integrity of the industry.

**Factors affecting results:** Availability of trained personnel to conduct these investigations.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Sex Offender Registry

**Description:** Maintain current registration files registered sex offenders and provide information regarding sex offenders according to the provisions of Iowa law.

**Why we are doing this:** Accuracy and reliability of records is critical to the effective use of the Iowa Sex Offender Registry.

**What we're doing to achieve results:** All new records are validated and existing and modified records are validated in accordance with federal requirements.

### Results

**Performance Measure:**

Percent of records validated in accordance with FBI/NCIC policy on a monthly basis

100 percent of required validations were performed during FY 2004.

**Performance Target:** 100

**Data Sources:** Iowa Sex Offender Registry

**Data reliability:** High.

**Why we are using this measure:** Data validation ensures accuracy of data provided by the Registry to the public and law enforcement.

**What was achieved:** All required validations were completed.

**Analysis of results:** Steps required to ensure accuracy and reliability of Registry data were completed in accordance with federal requirements,

**Factors affecting results:** Availability of Registry personnel to perform validations.

## Results

**Performance Measure:**

Percent of registrants on whom risk assessments have been completed

Data not available; risk assessments were discontinued at end of FY 2004.

**Performance Target:** 40

**Data Sources:** Iowa Sex Offender Registry

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Percent of affirmative public notifications (APN) completed within six months of offender being determined at-risk

Data not available; risk assessments were discontinued at the end of FY 2004 and information regarding all registrants, with very narrow exceptions, placed on the Registry Web site at that time.

**Performance Target:** 100

**Data Sources:** Iowa Sex Offender Registry

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## CORE FUNCTION

**Name:** Research, Analysis, and Information Management

**Description:** Includes Intelligence Bureau, Public Information Bureau, Uniform Crime Reporting System, State Patrol Communications, and Records and Identification Section of the Division of Criminal Investigation

**Why we are doing this:** *Provides relevant information and technical services in a timely manner to customers, stakeholders and policy makers to help make informed decisions.*

**What we're doing to achieve results:** All of the activities within this core function emphasize collaboration between the Department of Public Safety and local law enforcement agencies.

### Results

**Performance Measure:**  
% of total Iowa sworn officers employed by agencies with RISS access connected to LEIN Web

70 percent of sworn officers were employed by agencies with secure Web-based access to intelligence information.

**Performance Target:** *To be established*

**Data Sources** *Intelligence Bureau*

**Data reliability:** Moderate.

**Why we are using this measure:** Secure on line access facilitates timely dissemination of criminal intelligence information to law enforcement personnel who are likely to use it.

**What was achieved:** Over two thirds of Iowa law enforcement officers were employed by agencies with secure Web-based access during FY 2004.

**Analysis of results:** Secure Web-based access to intelligence information is likely to be universally available within a few years.

**Factors affecting results:** Availability of secure Internet access to Iowa law enforcement agencies.

## Results

**Performance Measure:**

% of time state radio network is available for voice communication

**Performance Target: 95**

**Data Sources** Iowa State Patrol Communications

The state police radio network was available 99.65 percent of the time during FY 2004.

**Data reliability:** High.

**Why we are using this measure:** Continuous Availability of radio services to law enforcement personnel in the field is critical to officer safety, to effective law enforcement operations, and to coordination among agencies.

**What was achieved:** Availability of the network substantially exceeded the target.

**Analysis of results:** Maintaining continuous availability of the radio network is highly desirable; the unpredictability of some factors which may affect availability, such as severe weather, mitigates against establishing an expectation of perfect availability.

**Factors affecting results:** Availability of trained technical personnel to perform routine system maintenance and emergency repairs.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Criminal Intelligence

**Description:** Intelligence information, collection and dissemination

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> % time of analysts entering data	During FY 2004, analysts spent about 70 percent of their time entering intelligence data into the system.
<b>Performance Target:</b> <i>To be established</i>	
<b>Data Sources:</b> <i>Intelligence Bureau</i>	

**Data reliability:** Low

**Why we are using this measure:** This is a negative measure, in that data entry by trained analysts is wasteful. However, the data must be entered to be accessible by users of the criminal intelligence.

**What was achieved:** Over two thirds of analysts' time in FY 2004 was spent in data entry work.

**Analysis of results:** Reducing the commitment of time of analysts' to data entry will require the addition of data entry personnel.

**Factors affecting results:** Availability of data entry personnel.

## Results

**Performance Measure:**

% of public agencies receiving intelligence that find information useful (survey)

**Performance Target: 51**

**Data Sources:** *Intelligence Bureau*

Of agencies receiving intelligence information during FY 2004, 100 percent indicated that the information was useful to them.

**Data reliability:** Low

**Why we are using this measure:** Intelligence information is produced to assist investigative and prevention efforts of law enforcement and other agencies, not as an end in itself.

**What was achieved:** Agencies receiving intelligence information appear to be satisfied that it is useful.

**Analysis of results:** Evaluating the eventual impact of intelligence information is challenging; more refined measures are needed.

**Factors affecting results:** Relevance of available intelligence information to investigative and prevention efforts of receiving agencies.

## Results

**Performance Measure:**  
# officers completing LEIN School

41 officers completed LEIN School during FY 2004.

**Performance Target:** 40

**Data Sources:** *Intelligence  
Bureau*

**Data reliability:** Very high.

**Why we are using this measure:** LEIN School is the primary means of training peace officers in the State of Iowa in intelligence gathering techniques and the use of intelligence data.

**What was achieved:** The target number of officers to be trained was exceeded,

**Analysis of results:** Training offered through the LEIN School met the goal of adding 40 officers to those trained in the gathering and use of intelligence information.

**Factors affecting results:** Interest of qualified officers; willingness of departments to have officers participate in intelligence training.

## Results

**Performance Measure:**

# of intelligence briefings to DPS  
Command Staff

Data not available.

**Performance Target: 4**

**Data Sources:** *Intelligence  
Bureau*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Uniform Crime Reporting

**Description:** Collect, Analyze and Report Uniform Crime data

**Why we are doing this:** Reported crime data provide information useful in law enforcement planning, in evaluating criminal justice programming, and in capturing a key element of the quality of life in Iowa.

**What we're doing to achieve results:** The Department operates the Iowa Uniform Crime Reporting System, to work in partnership with local law enforcement agencies in Iowa to produce comprehensive data on reported crimes and arrests.

### Results

**Performance Measure:**  
% of mandated agencies reporting data to the Department of Public Safety

85.4 percent of agencies required by Iowa law and reporting system guidelines to the Department of Public Safety did so during FY 2004.

**Performance Target:** 85

**Data Sources:** Program Services Bureau

**Data reliability:** High.

**Why we are using this measure:** Participation by local reporting agencies is the key to providing data which accurately capture the level and nature of crimes reported to Iowa law enforcement agencies.

**What was achieved:** The target of having 85 percent of designated reporting agencies was slightly exceeded.

**Analysis of results:** Capturing data from the agencies not currently reporting would improve the accuracy and reliability of reported crime data for the state.

**Factors affecting results:** Cooperation of reporting agencies.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Iowa State Patrol Communications

**Description:** Provide statewide law enforcement communications services

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b><i>Performance Measure:</i></b> % time radio network available for voice communication	99.65 percent. (Same as core function measure.)
<b><i>Performance Target:</i></b> 95	
<b><i>Data Sources:</i></b> Iowa State Patrol	

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** . Critical Information for Non-Law Enforcement Customers

**Description:** Provide vital information to non-law enforcement customers, such as Amber Alerts and emergency road condition reports.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b><i>Performance Measure:</i></b> % of Amber Alert broadcasts completed within 60 minutes of receipt required information	100 percent of Amber Alerts were completed within 60 minutes of receipt of the information required to verify that the criteria for an Amber Alert was met and needed for a broadcast.
<b><i>Performance Target:</i></b> 90	
<b><i>Data Sources:</i></b> Iowa State Patrol	

**Data reliability:** High.

**Why we are using this measure:** A key to the effectiveness is timeliness,

**What was achieved:** Every Amber Alert initiated during FY 2004 was completed within the established time frame.

**Analysis of results:** Effective execution of each Amber Alert requires precise timing and coordination of involved personnel.

**Factors affecting results:** Available of trained personnel, including backups.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Records and Identification

**Description:** Establish and maintain criminal histories and finger print databases.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> % non criminal justice requests filled within 2 working days	60% of requests for criminal histories other than from criminal justice agencies were filled with two working days during FY 2004.
<b>Performance Target:</b> 95	
<b>Data Sources:</b> Division of Criminal Investigation	

**Data reliability:** High

**Why we are using this measure:** Timeliness of response is a critical element of service in providing criminal history information.

**What was achieved:** Three out of every five requests are satisfied within two working days; approximately one third short of the target.

**Analysis of results:** Variability of demand and increasing requests for criminal history checks for employment purposes make consistent delivery of results within established time frame very difficult.

**Factors affecting results:** Availability of trained staff.

## Results

**Performance Measure:**

% of fingerprints entered within 2 working days of receipt in the identification section

95 % of fingerprints are entered within two working days of their receipt.

**Performance Target:** 95

**Data Sources:** *Division of Criminal Investigation*

**Data reliability:** High

**Why we are using this measure:** Processing of fingerprints in a timely fashion is a critical component of records and identification services.

**What was achieved:** The target was achieved.

**Analysis of results:** Continued timely entry of fingerprints is critical and dependent upon availability of trained staff.

**Factors affecting results:** Availability of trained staff.

# PERFORMANCE PLAN RESULTS

## CORE FUNCTION

**Name:** Education and Training

**Description:** Training and certification programs for fire fighters, provided statewide through the Fire Service Training Bureau and its partners, including all community colleges.

**Why we are doing this:** To provide fire service training, professional certification and technical assistance to the Iowa fire service so they can provide fire protection services to each community in Iowa.

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> % of fire departments with a certified fire instructor	During FY 2004, approximately 32% of Iowa fire departments had at least one certified fire instructor on their staffs.
<b>Performance Target:</b> <i>To be determined</i>	
<b>Data Sources:</b> Fire Service Training Bureau	

**Data reliability:** Moderate; may be incomplete

**Why we are using this measure:** Distributed training, delivered through the Fire Services Training Bureau, regional fire training facilities, and local fire departments is the model for delivering needed training to fire fighters across Iowa, both to maximize their safety and the safety of the public and to enhance the effectiveness of fire suppression efforts.

**What was achieved:** Nearly one third of all fire departments in Iowa have the services in-house of a certified fire instructor, which facilitates the delivery of high quality training in-house.

**Analysis of results:** No baseline had been established, because the frequency of departments having certified instructors was unknown. Having certified instructors in about one third of all departments is a good base for effectively delivering training, but the number will need to increase to ensure effective delivery of training to all Iowa fire fighters.

**Factors affecting results:** Availability of fire instructor certification and cost of training and certification fees.

## Results

**Performance Measure:**

% of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level.

**Performance Target:** *To be determined.*

**Data Sources** Fire Service Training Bureau

Data not available.

**Data reliability:** NA

**Why we are using this measure:** Thus far, it has been impractical to gather this data at a reasonable cost; the measure may be deleted in the future.

**What was achieved:**

**Analysis of results:**

**Factors affecting results**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Fire Fighter Training Programs

**Description:** Develop and deliver fire service training programs.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> Number of firefighters receiving “live fire training”	1160 Iowa fire fighters received live fire training during FY 2004.
<b>Performance Target:</b> 781	
<b>Data Sources:</b> Fire Service Training Bureau	

**Data reliability:** High

**Why we are using this measure:** Live fire training is a critical component of ensuring the competence of fire fighters faced with actual fire incidents while on duty.

**What was achieved:** The number of fire fighters receiving live fire training exceeded the target by 49 percent.

**Analysis of results:** Increasing efficiencies realized in delivered fire fighter training in the field, through the development of partnerships, notably with the community colleges, has enabled the Fire Service Training Bureau to stretch the available training resources to serve larger numbers of departments and students.

**Factors affecting results:** Geographic dispersion of training opportunities and availability for fire fighter training and equipment funds from the State of Iowa, which offset tuition costs.

## Results

**Performance Measure:**

Percent of fire departments with one or more fire fighters receiving intermediate or advanced training

**Performance Target:** To be determined

**Data Sources:** *Fire Service Training Bureau*

Data not available.

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

Percent of course participants rating course “very satisfactory” or “satisfactory” on course evaluations

Data not available.

**Performance Target:** *To be determined*

**Data Sources:** *Fire Service Training Bureau*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:** Student evaluations for individual course are obtained, but collecting them centrally has not occurred and may not be feasible.

**Factors affecting results:**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Fire Fighter Certification

**Description:** . Provide professional fire service certification program, accredited through IFSAC.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b><i>Performance Measure:</i></b> Number of certified "Firefighter I" firefighters.	Data not available.
<b><i>Performance Target:</i></b> 1270	
<b><i>Data Sources:</i></b> Fire Service Training Bureau	

**Data reliability:** Number is highly reliable; interpretation is uncertain, as the database is not purged of inactive or deceased members.

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

## Results

**Performance Measure:**

Certification test “pass” rate  
(based on valid and reliable test  
banks and skill exams).

95 percent of students taking the certification test passed and  
obtained certification

**Performance Target: 80**

**Data Sources:** Fire Service  
Training Bureau

**Data reliability:** High

**Why we are using this measure:** The measure is an indicator of whether the courses adequately prepared fire fighters for certification testing.

**What was achieved:** The pass rate exceeded the target substantially.

**Analysis of results:** Certification training appears to prepare students well for certification testing.

**Factors affecting results:** Quality of courses; relationship of courses to test material, preparation and dedication of students.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Federal fire program delivery

**Description:** Serve as point of contact for federal fire programs. Facilitate receipt of federal programs by Iowa fire departments and fire fighters.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> Number National Fire Academy “direct” and “regional” deliveries.	There were 10 courses delivered.
<b>Performance Target:</b> 7	
<b>Data Sources:</b> Fire Service Training Bureau	

**Data reliability:** Very High

**Why we are using this measure:** Delivery of NFA programs in state enhances the opportunity for Iowa fire fighters to obtain specialized training without having to travel out of state.

**What was achieved:** Course deliveries exceeded expectations by over 40 percent.

**Analysis of results:** Significant opportunities were afforded Iowa fire fighters to receive specialized training on topics of current concern to the fire service which otherwise would not be available.

**Factors affecting results:** Cooperative relationship between NFA and the Iowa Fire Service Training Bureau.

## Results

**Performance Measure:**

Number of students receiving National Fire Academy training

190 Iowa students received National Fire Academy training.

**Performance Target: 158**

**Data Sources:** Fire Service Training Bureau

**Data reliability:** Very high

**Why we are using this measure:** Facilitating delivery of National Fire Academy is a significant component of enabling Iowa fire fighters to obtain high quality instruction on topics of direct current concern to fire fighters.

**What was achieved:** The number of students receiving NFA training exceeded expectations; the target was exceeded by over 20 percent.

**Analysis of results:** Iowa fire fighters are able to obtain high quality specialized training through the availability of National Fire Academy courses which would otherwise not be available to them or would require travel out of state.

**Factors affecting results:** Offering NFA courses in state.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Research and Technical Assistance

**Description:** Provide research, technical assistance, and support, including advice on obtaining federal grants.

**Why we are doing this:** To increase opportunities for Iowa fire departments to obtain critically needed equipment and to increase the flow of federal dollars into Iowa.

**What we're doing to achieve results:** Training and technical assistance on the federal fire grants program are provided to any interested Iowa fire department.

### Results

**Performance Measure:**

Percentage (%) of Iowa fire departments that received assistance from FSTB which resulted in the receipt of a federal grant (FEMA/USFA Assistance to Firefighters Grant Program)

Data not available.

**Performance Target:** To be determined

**Data Sources:** Fire Service Training Bureau

**Data reliability:**

**Why we are using this measure:** To indicate whether or not technical assistance on the National Fire Grants Program enhances the ability of Iowa fire departments to obtain these competitive grants.

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

# PERFORMANCE PLAN RESULTS

## CORE FUNCTION

**Name:** Resource Management

**Description:** Management and administrative support of all functions of the Department of Public Safety, including general administration, financial management, planning, policy development (legislation and administrative rules), information technology, including management of the I.O.W.A. System, and management of the Public Safety Peace Officers' Retirement, Accident, and Disability System.

**Why we are doing this:** To provide appropriate management and stewardship for the Department of Public Safety protecting the public's trust in the use of public resources and to provide technology management and support to the criminal justice community in order to assist them in upholding the laws and constitutions of the United States and the State of Iowa.

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> # of audit exceptions contained in annual audit report	3
<b>Performance Target:</b> 2	
<b>Data Sources:</b> Office of the State Auditor	

**Data reliability:** High

**Why we are using this measure:** Audit exceptions are an indicator of the general level of financial stewardship exercised by the Department.

**What was achieved:** The number of audit exceptions exceeded the target by one.

**Analysis of results:** One more than the target number of exceptions is not an indicator of serious problems in the fiscal oversight exercised by the Department; efforts to avoid future audit exceptions will continue.

**Factors affecting results:** Training and competence of fiscal staff.

## Results

**Performance Measure:**

# of messages hitting the IOWA System switch.

Data not available.

**Performance Target:**

36,000,000

**Data Sources:** Technology Services Bureau

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

% of time IOWA System switch is available

The IOWA System switch was available 100 percent of the time during FY 2004.

**Performance Target:** 99.9

**Data Sources:** Technology Services Bureau

**Data reliability:** Very high.

**Why we are using this measure:** Accessibility of the IOWA System is critical to providing information in a timely fashion to officers in the field.

**What was achieved:** The IOWA System switch was operational continuously during FY 2004.

**Analysis of results:** It is not feasible to guarantee completely reliable access to the IOWA System, due to unpredictable factors which may interrupt availability.

**Factors affecting results:** Availability of maintenance personnel when required.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Management and stewardship of the Department

**Description:** Provide direction and coordination through the Commissioner's Office and divisional administration; provide budget and accounting services for the Department of Public Safety; provide human resource services for the Department of Public Safety; provide pension services for active and retired members of the Peace Officer's Retirement System.

**Why we are doing this:** Effective management of Department operations and stewardship of Department resources enables effective execution of Departmental programs.

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> % of claims in substantial compliance with Revenue & Finance policies and procedures	Based on a sample of claims examined by the State Accounting Enterprise of the Department of Administrative Services, 100 % of claims were in compliance, exceeding the target by .5%.
<b>Performance Target:</b> 99.5	
<b>Data Sources:</b> Department of Revenue and Finance (now State Accounting Enterprise, Department of Administrative Services)	

**Data reliability:** Moderate (based on a sample)

**Why we are using this measure:** Accuracy and reliability of claims is critical to financial stewardship of the Department's resources.

**What was achieved:** There were no errors in the sample of claims examined.

**Analysis of results:** Error-free claims processing contributes to the efficiency of Department operations and sound financial management.

**Factors affecting results:** Training and competence of staff preparing claims.

## Results

**Performance Measure:**

% of personnel evaluations that are current

At the end of FY 2004, 64.3 percent of the employees of the Department had evaluations which were current. This falls over 14 percent short of the target.

**Performance Target: 75**

**Data Sources:** *Finance Bureau*

**Data reliability:** High

**Why we are using this measure:** Individual performance evaluations are a key component of exercising appropriate management oversight of Department operations.

**What was achieved:** Overall, the Department is falling short in this area.

**Analysis of results:** Emphasis on timely completion of employee performance evaluations will need increased emphasis.

**Factors affecting results:** Time demands on managers and supervisors.

## Results

**Performance Measure:**

% of payroll that is without error

99 percent of payroll claims processed during FY 2004 were accurate, which achieves the target level of accuracy.

**Performance Target:** 99

**Data Sources:** Finance Bureau-

**Data reliability:** Very high

**Why we are using this measure:** Payroll accuracy is critical both to efficient management and to stewardship of Department resources

**What was achieved:** Payroll claims accuracy meets the established target level of accuracy.

**Analysis of results:** Errors in payroll claims are especially disruptive to Department operations, as underpayments directly affect employee morale, as may attempts to reclaim overpayments.

**Factors affecting results:** Training and competence of Finance Bureau staff.

**Resources used:**

## Results

**Performance Measure:**

# consultations with prospective retirees

Data not available

This data will be collected starting with FY 2005.

**Performance Target:** *To be determined*

**Data Sources:** *Public Safety  
Peace Officers' Retirement  
System*

**Data reliability:** High – if collected

**Why we are using this measure:** Retiree consultations are the primary means of providing effective services to members of the retirement system, other than providing benefit checks.

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

## Results

**Performance Measure:**

# benefit checks written

5658

**Performance Target:** 5600

**Data Sources:** *Public Safety*

*Peace Officers' Retirement*

*System*

**Data reliability:** Very high

**Why we are using this measure:** Distributing benefit checks is the primary service offered by the retirement system.

**What was achieved:** Each eligible member and beneficiary received each monthly check in a timely fashion.

**Analysis of results:** The system is currently performing in the desired manner.

**Factors affecting results:** Training and competence of system personnel.

## Results

**Performance Measure:**  
% of complaints investigated

100%

**Performance Target:** 100

**Data Sources:** Professional  
Standards Bureau

**Data reliability:** High

**Why we are using this measure:** Investigating complaints lodged against employees of the agency is the key method used to ensure the maintenance of the integrity of the agency and public confidence in the agency.

**What was achieved:** Each complaint received was investigated.

**Analysis of results:** Complaints are handled as required.

**Factors affecting results:** Training and competence of Professional Standards Bureau staff.

## Results

**Performance Measure:**

% of complainants responded to

100%

**Performance Target:** 100

**Data Sources:** Professional Standards Bureau

**Data reliability:** High

**Why we are using this measure:** Responding to complaints lodged against employees of the agency is the key method used to ensure the maintenance of the integrity of the agency and public confidence in the agency.

**What was achieved:** Complaints are responded to as required.

**Analysis of results:** Complaints are handled as required.

**Factors affecting results:** Training and competence of Professional Standards Bureau staff.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Fleet Services & Supply

**Description:** Manage the Department's fleet of vehicles through preparation, maintenance, repair and strip down and provide for the procurement, inventory and issuance of supplies for the State Patrol and to assist other divisions with the same.

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> # vehicles issued	173
<b>Performance Target:</b> 130	
<b>Data Sources:</b> Iowa State Patrol	

**Data reliability:** High

**Why we are using this measure:** Vehicles are a key resource for the effective execution of the duties of the Department's peace officers.

**What was achieved:** The Department's Fleet and Supply operation issued 173 vehicles during FY 2004, which was 33 percent in excess of the target.

**Analysis of results:** The Department's vehicle fleet is operating with many vehicles with more than 100,000 miles traveled. Putting in service 43 more vehicles than the target reduced this somewhat.

**Factors affecting results:** Availability of vehicles to put in service; training and competence of Fleet and Supply personnel

## Results

**Performance Measure:**

# vehicles serviced

Data not available

**Performance Target:** 250

**Data Sources:** Iowa State

Patrol

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

% of routine orders filled within 24 hrs

98 percent of routine supply orders received were filled within 24 hours

**Performance Target:** *To be determined*

**Data Sources:** *Iowa State Patrol*

**Data reliability:** High

**Why we are using this measure:** Prompt response to requests for needed supplies promotes the efficient operation of all functions within the Department.

**What was achieved:** All but two percent of supplies were provided within 24 hours of receipt of the order.

**Analysis of results:** Operation of Department functions was generally unaffected by delays in receiving supplies from Fleet and Supply.

**Factors affecting results:** Adherence to required procedures by those ordering supplies; familiarity with procedures and inventory by Fleet and Supply personnel.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Plans, Research & Training

**Description:** Provide training to DPS personnel; provide grant management to all divisions of the department; and annually review departmental and divisional policy manuals

**Why we are doing this:**

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> % of officers receiving mandatory training each calendar year	100 per cent of peace officers employed by the Department received all mandatory training during FY 2004.
<b>Performance Target:</b> 99	
<b>Data Sources:</b> Plans, Research, and Training Bureau	

**Data reliability:** High

**Why we are using this measure:** Training is a key component of requirements for peace officer accountability in law enforcement agencies.

**What was achieved:** All officers received all required training.

**Analysis of results:** Delivery of training is meeting all legal requirements.

**Factors affecting results:** Geographic proximity of training opportunities; facilitation of required training for peace officers by the Plans, Research, and Training Bureau.

## Results

**Performance Measure:**

% of grant applications  
approved/funded

Data not available.

**Performance Target:** *To be  
determined*

**Data Sources:** *Plans,  
Research, and Training  
Bureau*

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

\$ of additional grant/gift revenue generated

**Performance Target:**

\$500,000

**Data Sources:** Plans,  
Research, and Training  
Bureau

Data not available.

**Data reliability:**

**Why we are using this measure:**

**What was achieved:**

**Analysis of results:**

**Factors affecting results:**

**Resources used:**

## Results

**Performance Measure:**

% of departmental and divisional rules reviewed

100 percent of departmental and divisional work rules and regulations were reviewed.

**Performance Target:** 95

**Data Sources:** Plans, Research, and Training Bureau

**Data reliability:** Moderate (unit of measure is potentially unclear)

**Why we are using this measure:** Frequent review and updating of work rules and regulations is needed to ensure accountability for action by employees taken on behalf of the Department.

**What was achieved:** All departmental and divisional work rules and regulations were reviewed; preparation of major revision of all departmental work rules was initiated.

**Analysis of results:** Significant instances of outdated or impractical requirements were identified.

**Factors affecting results:** Dedication of time of knowledgeable employees.

# PERFORMANCE PLAN RESULTS

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Technology Services

**Description:** . Provide certification training of Iowa System users; provide the support services to Iowa System users; and provide network services to Public Safety personnel.

**Why we are doing this:** The IOWA System is a key component of support for law enforcement officers throughout the state.

**What we're doing to achieve results:**

<i>Results</i>	
<b>Performance Measure:</b> Number of IOWA System users trained	2412 Iowa System users received training during calendar year 2004, including 2106 who were certified or recertified. The 2412 figure exceeds the target by 61 percent.
<b>Performance Target:</b> 1500	
<b>Data Sources:</b> Technology Services Bureau	

**Data reliability:** Moderate

**Why we are using this measure:** The IOWA System is a key component of support for law enforcement officers in the field in Iowa (state, local, and federal); training in its use is essential to its effective operation, and certification of users is required for access to the system.

**What was achieved:** Training was delivered to 61 percent more users than anticipated.

**Analysis of results:** Training and certification of users far exceeded the target established for FY 2004.

**Factors affecting results:** Training, competence, and availability of training staff.

## Results

**Performance Measure:**

% validations completed within allotted time

100 percent of the required validations were completed.

**Performance Target:** 100

**Data Sources:** Technology Services Bureau

**Data reliability:** High

**Why we are using this measure:** Validation of IOWA System entries is required for operation of the system.

**What was achieved:** All required validations were completed.

**Analysis of results:** Validations are an essential tool to ensure that users are complying with IOWA System requirements.

**Factors affecting results:** Availability of personnel to perform validations

## Results

**Performance Measure:**

% of IOWA System agencies audited during each year of 3 yr cycle

34.8 percent of IOWA System agencies were audited during FY 2004

**Performance Target:** 33

**Data Sources:** *Technology Services Bureau*

**Data reliability:** Very high

**Why we are using this measure:** IOWA System audits are a key mechanism to ensure compliance with state and federal regulations governing system usage; audits are required by federal law for continued access to NCIC.

**What was achieved:** The number of agencies audited exceeded the required number.

**Analysis of results:** Each IOWA System agency is required to be audited every three years; the number of audits completed during FY 2004 is on track to comply with this requirement.

**Factors affecting results:** Availability of trained auditing personnel

## Results

**Performance Measure:**

CPU usage – file/print server availability

File/print server availability was 100 percent during FY 2004.

**Performance Target:** *To be determined*

**Data Sources:** *Technology Services Bureau*

**Data reliability:** Very high

**Why we are using this measure:** Availability of information technology support to the Department is critical to the effective functioning of all units of the Department.

**What was achieved:** File/print server availability was maintained with no significant interruptions.

**Analysis of results:** File/printer server availability was maintained at the maximum level attainable.

**Factors affecting results:** Availability of qualified information technology personnel and adequate equipment

## RESOURCE REALLOCATIONS

There were no internal resource reallocations within the Department of Public Safety during FY 2004. \$998,703 was transferred to other state agencies pursuant to Iowa Code section 8.39.

## AGENCY CONTACTS

Copies of the Iowa Department of Public Safety Agency Performance Report are available on the Department's Web site at [www.dps.state.ia.us](http://www.dps.state.ia.us). Copies of the report can also be obtained by contacting the Office of the Commissioner at 515-281-5524.

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