



**IOWA DEPARTMENT OF PUBLIC SAFETY**

# **PERFORMANCE REPORT**

Performance Results Achieved  
for Fiscal Year 2005

Kevin W. Techau  
Commissioner

December, 2005

## TABLE OF CONTENTS

INTRODUCTION.....	1
AGENCY OVERVIEW.....	2
KEY RESULTS .....	6
Total Traffic Fatalities	8
Seat Belt Usage	9
Methamphetamine Purity	10
Fire Deaths	11
PERFORMANCE PLAN RESULTS .....	12
Core Function – Enforcement and Investigation .....	12
SPA - Iowa State Patrol -Traffic enforcement, Investigation and Interdiction .....	
SPA - Fire Marshal’s Office	
SPA - Narcotics Enforcement, Investigation & Awareness	
SPA - Criminal Investigation Operation/Administration	
SPA - Criminalistics Laboratory Services	
SPA - Safety and Enforcement Programs	
Core Function – Regulation and Compliance .....	14
SPA - Program Services	
SPA - Maintain and enforce the state building code and fire marshal rules and standards to which they refer through plan reviews.	
SPA - Conduct fire safety inspections for all facilities requiring inspection under state and/or federal statute.	
SPA - Ensure integrity of and confidence in the state regulated legal gaming industry including casino gaming, pari-mutuel gaming and lottery	
SPA - Sex Offender Registry	
Core Function - Research, Analysis & Information Management	16
SPA - Intelligence information, collection and dissemination	
SPA - Collect, Analyze and Report Uniform Crime data	
SPA - Provide statewide law enforcement communications services	
SPA - Provide vital information to non-law enforcement customers	
SPA - Records and Identification – Establish and maintain criminal histories and finger print databases.	

Core Function – Education and Training	18
SPA - Develop and deliver fire service training programs.	
SPA - Provide professional fire service certification program.	
SPA - Serve as point of contact for federal fire programs.	
SPA - Provide research, technical assistance, and support	
Core Function – Resource Management	20
SPA - Management & Stewardship	
SPA - Fleet Services & Supply	
SPA - Plans, Research & Training	
SPA - Technology Services	
 RESOURCE REALLOCATIONS	 22
 AGENCY CONTACTS .....	 23

## INTRODUCTION

This is the second annual Agency Performance Report completed by the Iowa Department of Public Safety. This report covers state fiscal year 2005, the period from July 1, 2004 through June 30, 2005. The report satisfies one of the requirements established in the Iowa Accountable Government Act, Iowa Code Chapter 8E.

Questions regarding this report or any of its contents may be directed to the Office of the Commissioner, Iowa Department of Public Safety, Wallace State Office Building, Des Moines, Iowa 50319. Inquiries may be submitted by telephone at 515-281-5524 or by electronic mail to [dpsinfo@dps.state.ia.us](mailto:dpsinfo@dps.state.ia.us).

# 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

## **Core functions of the Department include:**

**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, and gaming enforcement.

## **Research, Analysis & Information**

**Management :** This includes criminal intelligence, criminal history records, uniform crime reporting, public information activities, management of the state police radio system, the Iowa Sex Offender Registry, and the Iowa Missing Persons Information Clearinghouse.

**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, and the Office of the Commissioner, which 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, and 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 2005 include the following:

- Interoperability of public safety wireless communications systems has been recognized for several years by those responsible for providing public safety communications as a major strategic challenge for the Iowa Department of Public Safety and the public safety community in Iowa. In Iowa, recognition of the problems caused by a lack of interoperability gained wide recognition during the flood of 1993. Nationally, this recognition has become widely shared since the events of September 11, 2001. The following limitations of public safety communications systems identified in 2003 in a national study apply equally to public safety communications in Iowa:
  - Incompatible and aging communications equipment;
  - Limited and fragmented budget cycles and funding;
  - Limited and fragmented planning and coordination;
  - Limited and fragmented radio spectrum and
  - Limited equipment standards

Development of a plan to address these issues represents a major strategic opportunity for the Department of Public Safety and the public safety community in Iowa. During FY 2005, work began on developing a framework for implementing statewide interoperability of public safety communications systems. The project is a cooperative venture of the Iowa Department of Public Safety, the Iowa Division of Homeland Security and Emergency Management, the Iowa Department of Transportation, other state agencies, and local emergency services communications providers.

- Staffing of peace officer positions within the Department remains a challenge. During FY 2005, for the first time in three years, the Department was able to operate a training academy for newly-recruited peace officers. However, being unable to do so for two years leave the Department with substantial numbers of unfilled peace officer vacancies. There were 580 peace officers employed by the Department at the end of FY 2005, up from 566 at the end of FY 2004, but 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. Late in FY 2005, new legislation took effect in Iowa, restricting retail sales of products containing pseudoephedrine, a major ingredient used in “cooking” meth in clandestine laboratories, and seizures of labs fell immediately by 70 percent. It is intended to devote increased resources to stemming the importation of methamphetamine as fewer resources are needed to respond to laboratories.
- Criminal activity involving the use of computers and computer-based technologies is a growing area of concern; this area is likely to demand increasing investigative resources for the foreseeable future. Intensive initial and ongoing training is a requirement for those engaged in this sort of investigative work. The Digital Forensics Unit in the Division of Criminal Investigation began work during FY 2005 and gives priority to child sexual exploitation cases; there is already a backlog in excess of 30 days of these cases.
- 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.

## KEY RESULT

**Name:** Traffic Fatality Rate

**Description:** Total Iowa traffic fatalities per 100 million vehicle miles traveled

**Why we are doing this:** Traffic crashes are the largest single source of fatalities of persons aged 15 to 24 in Iowa.

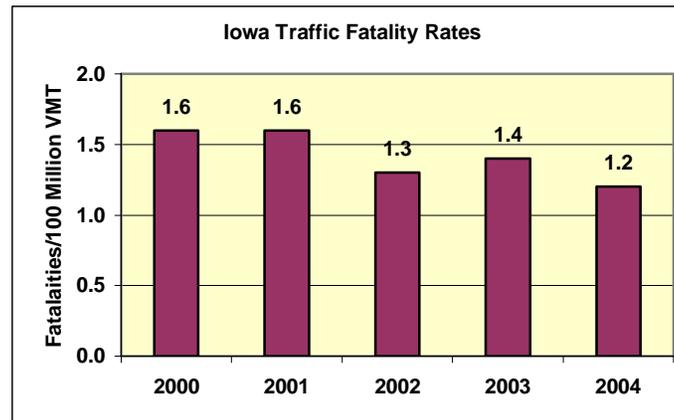
**What we're doing to achieve results:** The Iowa State Patrol focuses on enforcing speed limits, drunk driving laws, and seat belt use. The Governor's Traffic Safety Bureau also emphasizes these three areas when contracting with local law enforcement agencies for enforcement projects, as well as coordinating concentrated enforcement efforts on selected highway corridors in the state.

### Results

**Performance Measure:**

Traffic fatalities per 100 million vehicle miles traveled

**Performance Goal/Target:** 1.6



**What was achieved:** The traffic fatality rate in 2004 was substantially lower than the target rate.

**Data Sources:** Iowa Department of Transportation

## KEY RESULT

**Name:** Seat Belt Usage

**Description:** % of drivers and front seat passengers observed using seat belts in annual survey

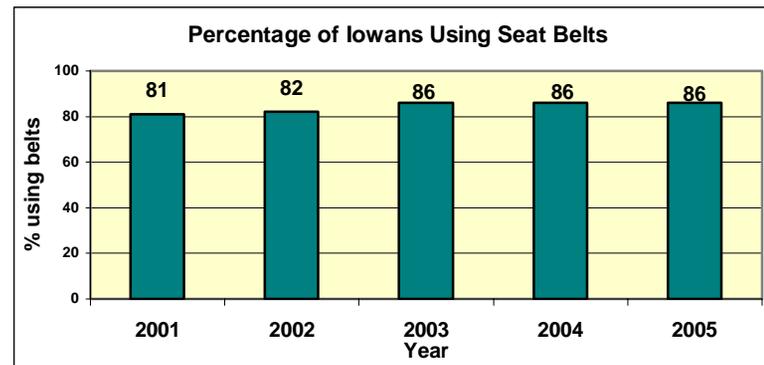
**Why we are doing this:** Seat belt use has been found to be very effective in protecting occupants of vehicles involved in crashes from death or serious injury.

**What we're doing to achieve results:** Seat belt enforcement efforts of the Iowa State Patrol and by local law enforcement agencies funded by and/or coordinating with the Governor's Traffic Safety Bureau are aimed at increasing seat belt use by drivers and passengers in vehicles on Iowa roads. Iowa currently ranks #11 in the country in seat belt usage.

### Results

**Performance Measure:** *Percent of Iowa drivers and front seat passengers using seat belts*

**Performance Goal/Target:** 83%



**What was achieved:** Iowa exceeded the target of by maintaining 86 percent usage of seat belts by drivers and front seat passengers. Iowa currently ranks #11 in the country in seat belt usage.

**Data Sources:** Seat Belt Usage Survey

## KEY RESULT

**Name:** Purity of Methamphetamine Seized

**Description:** Average purity of samples of methamphetamine analyzed by the Division of Criminal Investigation Criminalistics Laboratory

**Why we are doing this:** Methamphetamine trafficking and use has been the dominant illicit drug problem in Iowa for several years.

**What we're doing to achieve results:** The Division of Narcotics Enforcement and various drug task forces established around Iowa target methamphetamine manufacture, trafficking, and use.

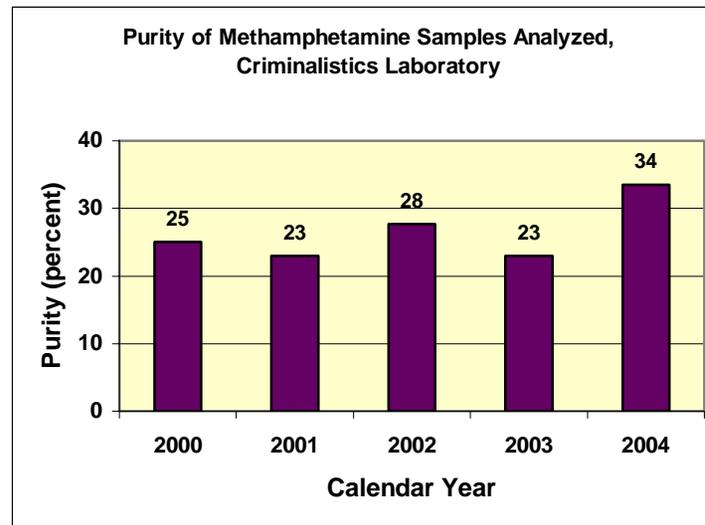
### Results

**Performance Measure:**

Average purity of samples of methamphetamine analyzed by the Division of Criminal Investigation Criminalistics Laboratory

**Performance Goal/Target:**

To be established.



**What was achieved:** Recent increases in the purity of methamphetamine samples analyzed suggest that an increasing proportion of the methamphetamine seized in Iowa originated in other locations and was imported into the state. This is likely attributable to a major reduction which Iowa has been experiencing since May, 2005, in the prevalence of clandestine methamphetamine laboratories.

**Data Sources:** DCI Criminalistics Laboratory

## KEY RESULT

**Name:** Fire Fatalities

**Description:** Number of fire deaths reported in Iowa annually.

**Why we are doing this:** Fire safety is a major responsibility of state and local governments in Iowa.

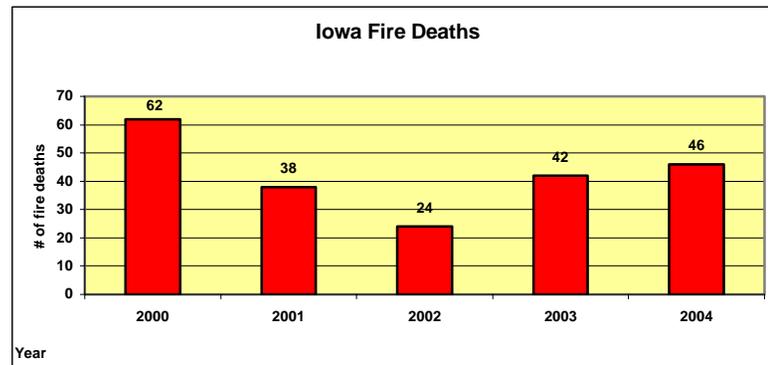
**What we're doing to achieve results:** The prevention, enforcement, and investigative efforts of the State Fire Marshal and programs to train local fire fighters provide the state's framework for promoting fire safety and support for local fire fighting efforts.

### Results

**Performance Measure:** Number of Fire Deaths Reported

**Performance Goal/Target:**

41



**What was achieved:** The number of fire deaths in 2004 exceeded the target.

**Data Sources:** Fire Marshal Division

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency: Public Safety</b>			
<b>Agency 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.</b>			
<b>Core Function: Enforcement &amp; Investigation</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Traffic Fatalities per 100 Million Vehicle Miles Traveled (moving average - 3 yrs)	1.6	1.2	<b>What Occurred: Total traffic fatalities were nearly 20 percent below the target. Data Source: Iowa Department of Transportation</b>
2. Percent of major criminal investigations resolved from all Divisions. (including Vehicle Theft and felony narcotics cases by ISP).	75	97	<b>What Occurred: Cases resolved far exceeded the target.  Data Source: Fire Marshal Division, Division of Criminal Investigation, Division of Narcotics Enforcement, Iowa State Patrol</b>
<b>Service, Product or Activity: Traffic enforcement, investigation, and interdiction</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Enforcement contacts	480,000	399,053	<b>What Occurred: Enforcement contacts were 16.9 percent short of the target. Data Source: Iowa State Patrol</b>
2. Felony arrests (ISP only)	1143	2152	<b>What Occurred: Felony arrests by the State Patrol were nearly twice as frequent as projected. Data Source: Iowa State Patrol</b>
3. Percent of Iowa drivers and front seat passengers using seat belts	83	86	<b>What Occurred: Seat belt use by drivers and front seat passengers exceeded the target by 3 percent. Data Source: Annual IDOT survey</b>
<b>Service, Product or Activity: Fire and Explosives Investigations</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of arson cases resolved	50	36.6	<b>What Occurred: Percent of arson cases resolved fell short of the target.  Data Source: Fire Marshal Division</b>
2. Percent of criminal cases involving explosives and incendiary devices which are resolved.	50	54.7	<b>What Occurred: Resolution of criminal investigations of cases involving explosives or incendiary devices exceeded the target. Data Source: Fire Marshal Division</b>

<b>Service, Product or Activity: Narcotics enforcement, investigation &amp; Awareness</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of drug investigations resolved	75	63	<b>What Occurred: Resolution of narcotics cases fell short of target.</b> <b>Data Source:</b> Division of Narcotics Enforcement
2. Number of identification, awareness and education programs delivered.	70	44	<b>What Occurred: The number of narcotics identification, awareness, and education programs delivered fell short of the target by 37 percent.</b> <b>Data Source:</b> Division of Narcotics Enforcement
<b>Service, Product or Activity: Criminal Investigation</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of major investigations resolved.	75	69	<b>What Occurred: Resolution of major criminal cases fell short of the target.</b> <b>Data Source:</b> Division of Criminal Investigation
<b>Service, Product or Activity: Criminalistics Laboratory Services</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Average Lab-wide turn-around time on cases closed (days).	45	52.5	<b>What Occurred: Average turnaround time of cases processed by the DCI Criminalistics Laboratory exceeded the target by 7.5 days.</b> <b>Data Source:</b> DCI Criminalistics Laboratory
<b>Service, Product or Activity: Highway Safety Programming</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Number of traffic safety contracts administered	280	328	<b>What Occurred: There were 17 percent more contracts administered by the Governor's Traffic Safety Bureau than the target of 280.</b> <b>Data Source:</b> Governor's Traffic Safety Bureau

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency: Department of Public Safety</b>			
<b>Agency 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.</b>			
<b>Core Function: Regulation and Compliance</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Property loss from fires in regulated facilities	0	NA	<b>What Occurred: Data not available.</b> <b>Data Source: Fire Marshal Division</b>
2. Fire death rate in inspected facilities (per 100,000 occupants)	To be established	0	<b>What Occurred: There were no fire deaths in facilities inspected by the Fire Marshal Division.</b> <b>Data Source: Fire Marshal Division</b>
<b>Service, Product or Activity: Program Services</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. # ID cards issued	3400	2968	<b>What Occurred: There were 12.7 percent fewer ID cards issued to employees of licensed businesses than the target.</b> <b>Data Source: Program Services Bureau, Administrative Services Division</b>
2. # ID card applications denied	50	46	<b>What Occurred: There were four fewer denials of requests for employee ID cards than the target.</b> <b>Data Source: Program Services Bureau, Administrative Services Division</b>
3. # ID cards revoked	80	19	<b>What Occurred: Fewer than one quarter of the target level of revocations of employee ID cards occurred.</b> <b>Data Source: Program Services Bureau, Administrative Services Division</b>
4. # of responses to weapons permit inquiries.	To be established	189	<b>What Occurred: Staff of the Program Services Bureau responded to 189 inquiries regarding weapons permits.</b> <b>Data Source: Program Services Bureau, Administrative Services Division</b>
5. % of weapons permit inquiries responded to within 2 business days	95	94	<b>What Occurred: The percent of inquiries regarding weapons permits which were answered within two days fell just short of the target.</b> <b>Data Source: Program Services Bureau, Administrative Services Division</b>
<b>Service, Product or Activity: Code Enforcement Through Plan Reviews (State Building Code Bureau)</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Median turnaround time (expressed in calendar days) of plans after complete submission	45	49	<b>What Occurred: The average time to complete plan reviews exceeded the target by four days.</b> <b>Data Source: Building Code Bureau, Fire Marshal Division</b>
2. Percent of plan reviews completed within 60 calendar days of complete submission	100	99	<b>What Occurred: Nearly all plan reviews completed by the Building Code Bureau are finished within 60 days of submission.</b> <b>Data Source: Building Code Bureau, Fire Marshal Division</b>

<b>Service, Product or Activity: Fire Prevention Inspections</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of health care facility inspection reports returned to facilities within ten calendar days	95	90	<b>What Occurred: The percentage of fire inspection reports returned to health care facilities within 10 days fell short of the target.</b> <b>Data Source:</b> Fire Prevention Bureau, Fire Marshal Division
2. Percent of required school and college fire inspections completed biennially	30	12	<b>What Occurred: Less than one of eight schools have been inspected within the previous two years (as of 6/30/2005).</b> <b>Data Source:</b> Fire Prevention Bureau, Fire Marshal Division

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency: Department of Public Safety</b>			
<b>Agency 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.</b>			
<b>Core Function: Research, Analysis &amp; Information Management</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of requests for public information that are processed within 1 working day	To be established	95	<b>What Occurred: 95 percent of all requests for information from the media and the public were processed within one working day.</b>  <b>Data Source: Public Information Bureau</b>
2. % of time state radio network is available for voice communication	95	98	<b>What Occurred: State Police Radio Network availability exceeded the target.</b> <b>Data Source: Iowa State Patrol Communications</b>
<b>Service, Product or Activity: Intelligence information, collection and dissemination</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of law enforcement agencies with access to LEIN Web	To be established	70	<b>What Occurred: 70 percent of Iowa law enforcement agencies had access to the LEIN Web to obtain intelligence information.</b> <b>Data Source: DPS Intelligence Bureau</b>
2. % of eligible law enforcement agencies which maintain membership in LEIN	51	99	<b>What Occurred: 225 of 228 "targeted" Iowa law enforcement agencies maintain membership in the Law Enforcement Intelligence Network (LEIN).</b> <b>Data Source: Intelligence Bureau</b>
3. # of officers completing LEIN School	32	86	<b>What Occurred: More than twice as many officers completed LEIN school as were projected; two schools were operated during FY '05.</b> <b>Data Source: Intelligence Bureau</b>
<b>Service, Product or Activity: Collect, Analyze and Report Uniform Crime data</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of mandated agencies reporting UCR data to the Department of Public Safety	85	90.6	<b>What Occurred: Over 90 percent of designated "direct reporting agencies" participated in the UCR program.</b> <b>Data Source: Iowa Uniform Crime Reporting System</b>
2. % of Iowa population in jurisdictions reporting UCR Data	91	94.1	<b>What Occurred: Over 94 percent of Iowa's population resides in areas served by law enforcement agencies which participate in the UCR program.</b> <b>Data Source: Iowa Uniform Crime Reporting System</b>
<b>Service, Product or Activity: Provide statewide law enforcement communications services</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % time radio network available for voice communication	95	98	<b>What Occurred: Availability of the state police radio network exceeded the targeted level by 3 percent.</b> <b>Data Source: Iowa State Patrol Communications</b>

<b>Service, Product or Activity: Provide vital information to non-law enforcement customers</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of Amber Alert broadcasts completed within 60 minutes of receipt required information	90	75	<b>What Occurred: Fewer Amber Alerts were completed within 60 minutes of receipt of the required information than the target level.</b> <b>Data Source: Iowa State Patrol Communications</b>
2. % of media outlets receiving press releases electronically	To be established.	100	<b>What Occurred: All media outlets are receiving press releases electronically.</b> <b>Data Source:</b>
3. % of attempts to access road conditions website that were successful	To be established.	98	<b>What Occurred: Nearly all attempts to access Road Conditions Web site were successful; about 2 percent were unsuccessful.</b> <b>Data Source: Iowa State Patrol Communications</b>
4. % of missing person reports that are placed on the Departments website as posters	To be established	Data not available.	<b>What Occurred:</b>  <b>Data Source: Division of Criminal Investigation</b>
<b>Service, Product or Activity: Records and Identification</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % non criminal justice requests for criminal history records filled within 2 working days	95	90	<b>What Occurred: One of every ten requests takes more than 2 working days to fill, rather than the target of failing to complete requests within 2 working days no more than one time out of twenty.</b> <b>Data Source: DCI Records and Identification Section</b>
2. % of law enforcement requests for criminal history records replied to within 3 seconds	95	Data Not Available	<b>What Occurred:</b>  <b>Data Source: DCI Records and Identification Section</b>
3. % of fingerprints entered within 2 working days of receipt in the identification section	95	100	<b>What Occurred: All fingerprints received were entered into AFIS within 2 working days.</b> <b>Data Source: DCI Records and Identification Section</b>
4. % of counties where case and disposition records are audited annually against DCI records	33	38	<b>What Occurred: The criminal history records of slightly more than one third of Iowa counties were audited during FY '05. These records are required to be audited every three years.</b> <b>Data Source: DCI Records and Identification Section</b>
<b>Service, Product or Activity: Maintain accurate records of sex offenders who are required to register</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of records validated with in three months of initial entry	100	100	<b>What Occurred: All new records entered into the Iowa Sex Offender Registry were validated within</b>  <b>Data Source: Iowa Sex Offender Registry</b>
2. % of existing records re-validated with in 12 months of previous validation	100	100	<b>What Occurred: All existing records revalidated within 12 months of prior validation.</b>  <b>Data Source: Iowa Sex Offender Registry</b>

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> 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.			
<b>Core Function:</b> Education and Training			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of fire departments with a certified fire instructor	To be established	45	<b>What Occurred:</b> An estimated 45 percent of Iowa fire departments have a members who is a certified training instructor. <b>Data Source:</b> Fire Service Training Bureau
2. % of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level	To be established	Data not available	<b>What Occurred:</b> <b>Data Source:</b>
<b>Service, Product or Activity:</b> . Develop and deliver fire service training programs			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of firefighters receiving “live fire training”	1,000	1007	<b>What Occurred:</b> Fire fighters receiving “live fire training” slightly exceeded the target number. <b>Data Source:</b> Fire Service Training Bureau
2. Mean rating of courses by course participants (5 point scale)	4	4	<b>What Occurred:</b> Average course ratings met the target level. <b>Data Source:</b> Fire Service Training Bureau
<b>Service, Product or Activity:</b> Provide professional fire service certification program			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of certified “Fire Fighter I” and “Fire Fighter II” firefighters	1,600	1957	<b>What Occurred:</b> There were approximately 22% more certificated fire fighters at the conclusion of FY '05 than the target level. <b>Data Source:</b> Fire Service Training Bureau
2. Certification test “pass” rate (based on valid and reliable test banks and skill exams).	80	85	<b>What Occurred:</b> More fire fighters passed certification tests than the target level. <b>Data Source:</b> Fire Service Training Bureau
<b>Service, Product or Activity:</b> Serve as point of contact for federal fire programs			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number National Fire Academy “direct” and “regional” deliveries	9	9	<b>What Occurred:</b> There were 9 direct and regional deliveries of National Fire Academy courses available to Iowa fire fighters during FY '05, the target level. <b>Data Source:</b> Fire Service Training Bureau
2. Number of students receiving National Fire Academy training	200	209	<b>What Occurred:</b> Slightly more than the target number of Iowa fire fighters received National Fire Academy training during FY '05 <b>Data Source:</b> Fire Service Training Bureau

<b>Service, Product or Activity:</b> Provide research, technical assistance, and support			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. 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)	To be established	65	<p><b>What Occurred: Nearly two-thirds of Iowa fire departments which received technical assistance in preparing federal grants submitted successful applications.</b></p> <p><b>Data Source: Fire Service Training Bureau</b></p>

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> 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.			
<b>Core Function:</b> Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. # of audit exceptions contained in annual audit report.	2	3	<b>What Occurred:</b> There was one more exception contained in the Department's annual audit report than the target number. <b>Data Source:</b> Finance Bureau Iowa Department of Public Safety
2. % of time IOWA System switch is available	99.9	100	<b>What Occurred:</b> The IOWA System Switch was continuously available during FY 2005. <b>Data Source:</b> Technology Services Bureau, Iowa Department of Public Safety
<b>Service, Product or Activity:</b> Management & Stewardship			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of claims in substantial compliance with Revenue & Finance policies and procedures	99.5	100	<b>What Occurred:</b> All reviewed claims were in compliance with policies of the Department of Revenue <b>Data Source:</b> Finance Bureau, Iowa Department of Public Safety
2. % of individual performance evaluations that are current	75	64.2	<b>What Occurred:</b> The percent of employee evaluations which were current at the end of FY 2005 was 11 percent below the target level. <b>Data Source:</b> Finance Bureau, Iowa Department of Public Safety
3. % pension benefit checks written without error	99	100	<b>What Occurred:</b> No errors were identified in pension benefit checks written to members of the Public Safety Peace Officers Retirement, Accident, and Disability System <b>Data Source:</b> Finance Bureau, Iowa Department of Public Safety
4. % of complaints against employees investigated	100	100	<b>What Occurred:</b> All complaints received against employees during FY 2005 were investigated.. <b>Data Source:</b> Professional Standards Bureau, Iowa Department of Public Safety
5. % of known complainants (against employees) responded to	100	100	<b>What Occurred:</b> Responses were made to all complaints received against employees during FY 2005. <b>Data Source:</b> Professional Standards Bureau, Iowa Department of Public Safety

<b>Service, Product or Activity: Fleet Services &amp; Supply</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. # vehicles issued	110	160	<p><b>What Occurred:</b> There were 45 percent more vehicles issue by the Iowa State Patrol Garage than the target number,</p> <p><b>Data Source:</b> Iowa State Patrol</p>
2. # vehicles serviced	250	208	<p><b>What Occurred:</b> There were 17 percent fewer vehicles services by the Iowa State Patrol Garage than the target number.</p> <p><b>Data Source:</b> Iowa State Patrol</p>
<b>Service, Product or Activity: Plans, Research &amp; Training</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of officers receiving mandatory training each calendar year	99	99.6	<p><b>What Occurred:</b> Slightly more than the target percentage of peace officers received training which is mandatory during FY 2005.</p> <p><b>Data Source:</b> Plan, Research, and Training Bureau</p>
2. % of departmental policies reviewed	95	100	<p><b>What Occurred:</b> All existing Department policies were reviewed during FY 2005.</p> <p><b>Data Source:</b> Plans, Research, and Training Bureau</p>
<b>Service, Product or Activity: Technology Services</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % (IOWA System) validations completed within allotted time	100	100	<p><b>What Occurred:</b> All IOWA System validations were accomplished within allotted time.</p> <p><b>Data Source:</b> Technology Services Bureau, Iowa Department of Public Safety</p>
2. % of agencies audited as required by the FBI	100	106	<p><b>What Occurred:</b> IOWA System audits of agencies exceeded the required number by 6 percent.</p> <p><b>Data Source:</b> Technology Services Bureau, Iowa Department of Public Safety</p>
3. CPU usage – file/print server availability	To be established	Not available	<p><b>What Occurred:</b></p> <p><b>Data Source:</b></p>

## RESOURCE REALLOCATIONS

*There were no internal transfers among appropriations in the Department of Public Safety during FY 2005.*

## 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.

Iowa Department of Public Safety  
Wallace State Office Building  
502 East 9<sup>th</sup> Street  
Des Moines, Iowa 50319

(515) 281-3211

<http://www.state.ia.us/government/dps>

<http://www.dps.state.ia.us>

<http://dps.state.ia.us>