



**IOWA DEPARTMENT OF PUBLIC SAFETY**

# **PERFORMANCE REPORT**

Performance Results Achieved  
for Fiscal Year 2009

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Commissioner

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## INTRODUCTION

This is the sixth annual Agency Performance Report completed by the Iowa Department of Public Safety. This report covers state fiscal year 2009, the period from July 1, 2008 through June 30, 2009. 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 Michael R. Coveyou, Planning and Research Administrator, Office of the Commissioner, Iowa Department of Public Safety, State Public Safety Headquarters Building, Des Moines, Iowa 50319. Inquiries may be submitted by telephone at 515-725-6185 or by electronic mail to [regassist@dps.state.ia.us](mailto:regassist@dps.state.ia.us).

# AGENCY OVERVIEW

**Vision:** Iowa will continue to be a safe and secure place to live, work, and play.

**Mission:** Provide public safety and criminal justice services that allow citizens and businesses to enjoy personal freedoms and economic growth opportunities in safe communities.

## **Guiding Principles and Core Values:**

- Teamwork
- Integrity
- Professionalism
- Service

## **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, gaming enforcement, and narcotics enforcement.

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

## **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 Planning and Research Administrator, the CALEA (Accreditation) Manager, and five bureaus: Intelligence Bureau, Governor's Traffic Safety Bureau, Public Information Bureau, Professional Standards Bureau, and Training and Recruitment 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 to maintain fire suppression capabilities in the state, in providing expertise and assistance in investigating arson and incidents involving explosives, in adoption and enforcement of fire and building codes, and in licensing of electricians and electrical contractors, adoption of standards for electrical work, and inspections of electrical installations. The Intelligence Bureau provides the framework for sharing of criminal intelligence information among law enforcement in the state and a broader role in assuring the distribution of intelligence related to homeland security concerns to a varied 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.

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 2009 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. Building on work started during FY 2008, during FY 2009, the Statewide Interoperable Communications System Board has been continuing to develop the comprehensive plan and standards for interoperability of emergency communications systems in Iowa.

- Staffing of peace officer positions within the Department remains a challenge. There were 646 peace officers in the Department in FY 2001; this number declined for several years as the Department was unable to hire new peace officers. During FY 2005, for the first time in three years, the Department was able to operate a training academy for newly-recruited peace officers, and this was followed by additional academy classes which graduated during FY 2006, FY 2007, FY 2008, and FY 2009. There were 664 peace officers employed by the Department at the end of FY 2009. There have been increasing workloads in nearly all areas of departmental responsibility, including a major expansion of gaming enforcement responsibilities. The Iowa State Patrol had 452 peace officers at the end of FY 2001. At the end of FY 2009, that division had 388 officers, or more than 15 percent fewer than seven years earlier. These figures exclude personnel of Iowa State Patrol Post 16, previously the Capitol Police Division.
- Two areas affecting the Division of Criminal Investigation Criminalistics Laboratory represent significant strategic challenges for the Department: the workload of cases handled by the Laboratory and the replacement of aging equipment. Replacement of aging and obsolete equipment has been addressed to some extent by increased appropriations for equipment purchases during FY's '06, '07, and '08, funded from the criminalistics laboratory equipment surcharge which was enacted by the Iowa General Assembly during its 2005 session. However, the funding level for replacement of laboratory equipment dropped in FY '09 and replacement of aging laboratory equipment remains a significant concern. The Department has received less than half of the revenue generated by the new surcharge with which to purchase laboratory equipment.
- 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 Cyber Crime Unit in the Division of Criminal Investigation began work during FY 2005 and gives priority to child sexual exploitation cases; during FY 2009, this unit had a backlog in excess of 45 days. The unit was formed using existing resources; there had been \$750,000 in federal grant funds available to purchase equipment, training, and supplies, but with no additional state investment. State funds were appropriated to maintain the unit during FY '08 and FY '09, and an additional federal grant was obtained early in FY '09.
- Some progress has been made in addressing the aging of the Department's vehicle fleet, although many vehicles remain in service past their optimal trade in mileage. All new vehicles obtained for the Iowa State Patrol are flex fuel vehicles. With current budget constraints, aging of the vehicle fleet is likely to remain a significant problem for the Department.
- Then Department added a major new regulatory responsibility during FY '08, with the startup of the statewide Electrician and Electrical Contractor Licensing Program and during FY 2009 started the statewide Electrical Inspection Program. These programs together present significant strategic challenges to the Fire Marshal Division, in which they are located.

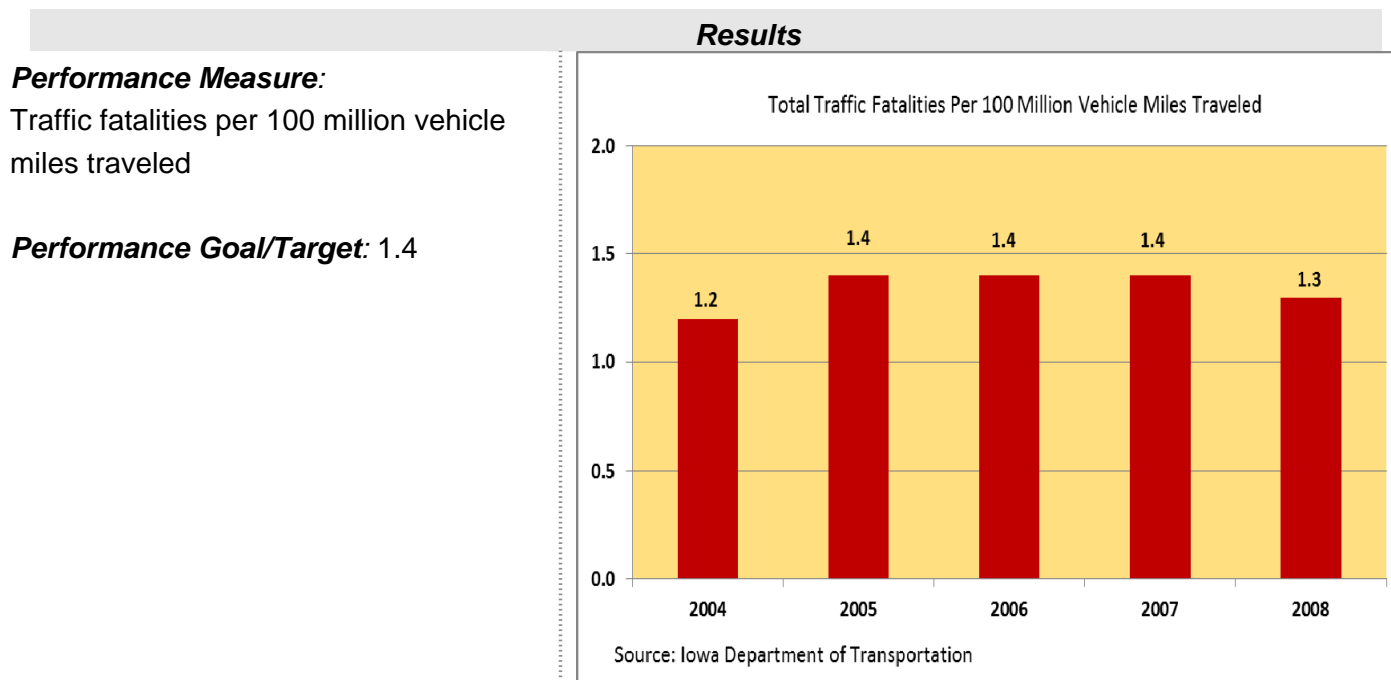
## KEY RESULT

**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.



**What was achieved:** The traffic fatality rate in 2007 of 1.3 per 100 million vehicle miles traveled was lower than the target rate of 1.4.

**Data Source:** Iowa Department of Transportation



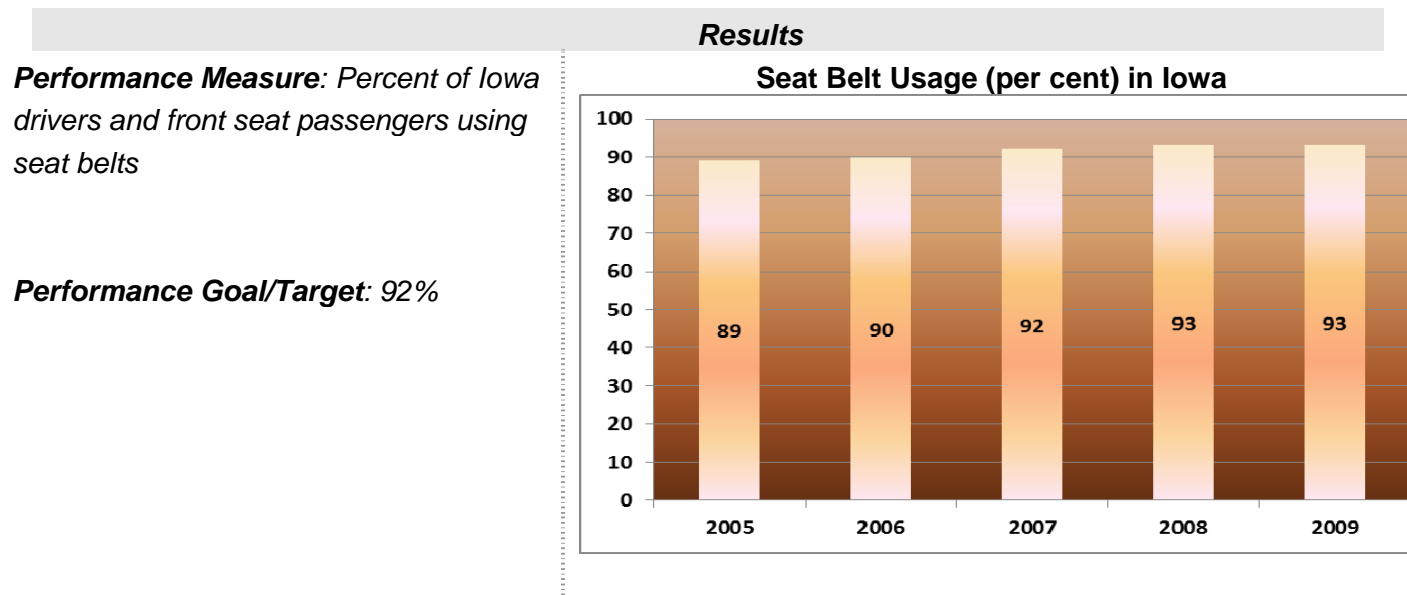
## KEY RESULT

**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.



**What was achieved:** Iowa exceeded the target of 92 percent usage of seat belts by drivers and front seat passengers in 2009.

**Data Source:** Governor's Traffic Safety Bureau Seat Belt Usage Survey

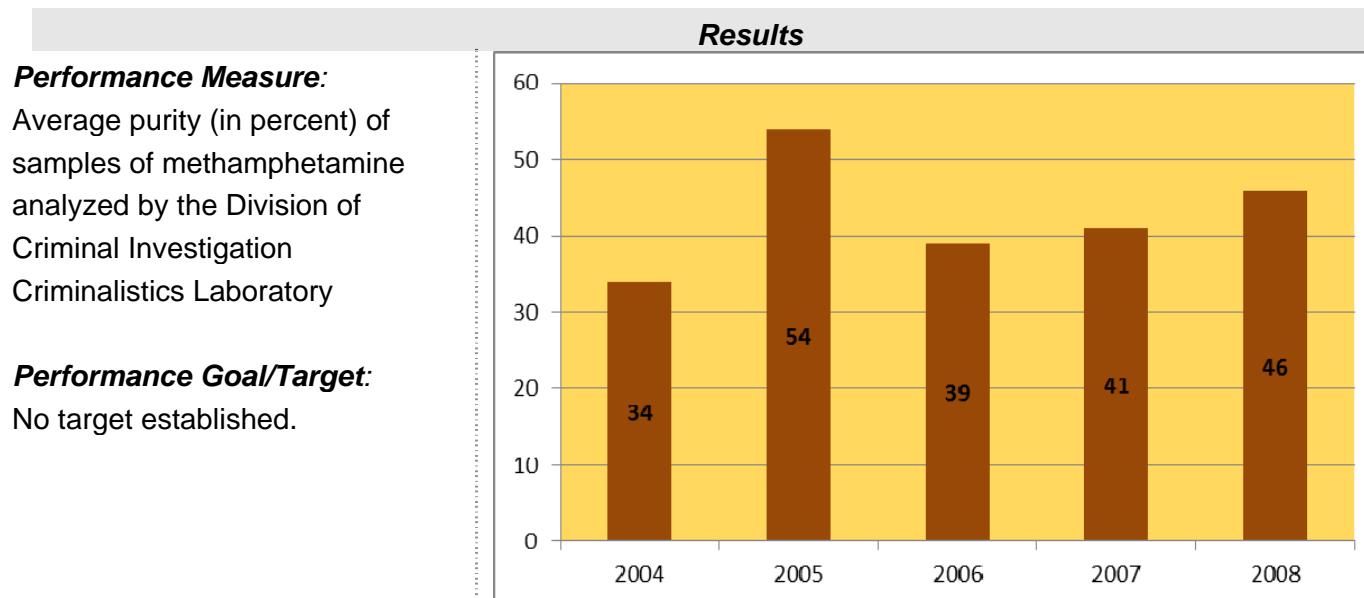
## KEY RESULT

**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. The Iowa State Patrol conducts drug interdiction on the state's highways.



**Performance Measure:**

Average purity (in percent) of samples of methamphetamine analyzed by the Division of Criminal Investigation Criminalistics Laboratory

**Performance Goal/Target:**

No target established.

**What was achieved:** A trend of recent increases in the purity of methamphetamine samples analyzed was reversed in 2006, although the average purity rose slightly in 2007 and again in 2008. The specific reasons for this pattern are unknown. It is known that an increasing share of methamphetamine in the state has been imported from other states and countries, notably Mexico, since the passage of Iowa's pseudoephedrine law in 2005.

**Data Source:** Division of Criminal Investigation 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 framework for promoting fire safety and support for local fire fighting efforts.

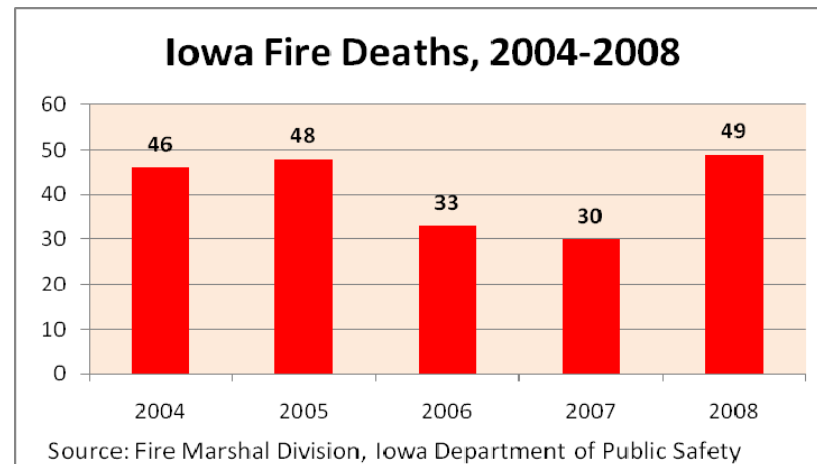
### Results

**Performance Measure:**

Number of Fire Deaths Reported

**Performance Goal/Target:**

No target established.



**What was achieved:** A recent trend of rising fire deaths was reversed in 2006, but then resumed in 2008.

**Data Source:** Fire Marshal Division

## AGENCY PERFORMANCE PLAN RESULTS FY 2009

<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. Percent of major criminal investigations resolved from all Divisions	75		What Occurred: Data not available.  Data Source: Department of Public Safety
<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	360,000	429,790	What Occurred: The target was exceeded by 19.3%.  Data source: Iowa State Patrol
2. Narcotics arrests (ISP only)	1,100	1,740	What Occurred: The target was exceeded by 58.2%.  Data source: Iowa State Patrol
3. Number of motorists assisted	20,000	22,059	What Occurred: The target was exceeded by 10.3%.  Data source: Iowa State Patrol
4. Rate of alcohol-related fatalities per 100 million vehicle miles traveled	0.40	.29	What Occurred: The target was achieved.  Data Source: Iowa Department of Transportation
5. Rate of traffic crashes resulting in serious injuries per 100 million vehicle miles traveled	8.0	6.0	What Occurred: The target was achieved.  Data Source: Iowa Department of Transportation
<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 cases involving fire of suspicious or unknown origin in which the cause is identified	50	37	What Occurred: The target was not achieved.  Data Source: Fire Marshal Division
2. Percent of criminal cases involving explosives and incendiary devices which are resolved.	50	56	What Occurred: The target was achieved.  Data Source: Fire Marshal Division

Service, Product or Activity: Narcotics Enforcement, Investigation & Awareness			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of drug investigations resolved	75	83	What Occurred: The target was achieved. Data Source: Division of Narcotics Enforcement
2. Number of identification, awareness and education programs delivered.	20	24	What Occurred: The target was achieved. Data Source: Division of Narcotics Enforcement
3. Number of responses to clandestine methamphetamine laboratories	30	53	What Occurred: The target was not achieved. Data Source: Division of Narcotics Enforcement
4. Major drug trafficking organizations disrupted.	75	82	What Occurred: The target was achieved. Data Source: Division of Narcotics Enforcement
5. Pharmaceutical diversion investigations	10	20	What Occurred: The target was achieved. Data Source: Division of Narcotics Enforcement
6. Interdiction investigations	30	43	What Occurred: The target was achieved. Data Source: Division of Narcotics Enforcement
Service, Product or Activity: Criminal Investigation			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of major investigations resolved.	75	73	What Occurred: The target was not achieved. Data Source: Division of Criminal Investigation
2. Percent of all incidents of known major corruption, fraudulent practices and organized criminal activity investigated	100	100	What Occurred: The target was achieved. Data Source: Division of Criminal Investigation
Service, Product or Activity: Criminalistics Laboratory Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Lab-wide turn-around time on cases closed (days).	45	45	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory
2. Maintaining Laboratory Accreditation (% Met)			
A. Essential Criteria	100	100	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory
B. Important Criteria	75	93	What Occurred: The target was achieved.

			Data Source: DCI Criminalistics Laboratory
C. Desirable Criteria	50	93	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory
3. Percent of analysts successfully completing proficiency testing	100	100	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory
4. Percent of analysts completing at least one discipline specific training event	80	92	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory
Service, Product or Activity: Highway Safety Programming			
<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	315	337	What Occurred: The target was achieved.. Data Source: Governor's Traffic Safety Bureau

## AGENCY PERFORMANCE PLAN RESULTS FY 2009

<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. Fire death rate in inspected facilities (per 100,000 occupants)	0	0	What Occurred: There were no fire deaths in facilities inspected by the Fire Marshal Division.  Data Source: Fire Marshal Division
<b>Service, Product or Activity: Program Services</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. # ID cards issued	3,000	3057	What Occurred: The target was achieved.  Data Source: Program Services Bureau, Iowa Department of Public Safety
2. # ID card applications denied	45	53	What Occurred: The target was achieved.  Data Source: Program Services Bureau, Iowa Department of Public Safety
3. # ID cards revoked	5	5	What Occurred: The target was achieved.  Data Source: Program Services Bureau, Iowa Department of Public Safety
4. Average days to notify licensee of PI/PS/Bail Enforcement ID revocation	3	2	What Occurred: The target was achieved.  Data Source: Program Services Bureau, Iowa Department of Public Safety
5. # of responses to weapons permit inquiries.	200	488	What Occurred: The target was exceeded by over 100%..  Data Source: Program Services Bureau, Iowa Department of Public Safety
6. % of weapons permit inquiries responded to within 2 business days	95	97	What Occurred: The target was achieved.  Data Source: Program Services Bureau, Iowa Department of Public Safety
7. Average days required to process nonresident and state employee professional weapons permits	5	3	What Occurred: The target was achieved.  Data Source: Program Services Bureau, Iowa Department of Public Safety

<b>Service, Product or Activity: Code Enforcement Through Plan Reviews (State Building Code Bureau)</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Median turnaround time (expressed in calendar days) of plans after complete submission	40	35	What Occurred: The target was achieved.  Data Source: Building Code Bureau, Fire Marshal Division
2. Percent of plan reviews completed within 60 calendar days of complete submission	100	100	What Occurred: The target was not achieved.  Data Source: Building Code Bureau, Fire Marshal Division
<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	99	What Occurred: The target was achieved.  Data Source: Fire Prevention Bureau, Fire Marshal Division
2. Percent of required school and college fire inspections completed biennially	60	48	What Occurred: The target was not achieved.  Data Source: Fire Prevention Bureau, Fire Marshal Division
<b>Service, Product or Activity: Electrician Licensing and Electrical Inspections</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of electrician licenses issued within 10 working days of receipt of completed application and fees	To be established	NA	What Occurred: Data not available (new program)  Data Source: Electrical Examining Board, Fire Marshal Division
2. Percent of electrical inspections completed within 3 working days of request	To be established	NA	What Occurred: Data not available (new program)  Data Source: Electrical Inspection Program, Fire Marshal Division



## AGENCY PERFORMANCE PLAN RESULTS FY 2009

<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	95	92	What Occurred: The target was not achieved.  Data Source: Public Information Bureau
Service, Product or Activity: Intelligence Information, Collection and Dissemination			
<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	75	87	What Occurred: The target was exceeded.  Data Source: DPS Intelligence Bureau
2. % of law enforcement agencies using Intelligence Bureau services rating intelligence services provided as "useful."	85	97	What Occurred: The target was exceeded.  Data Source: Intelligence Bureau
3. # officers completing LEIN School	70	87	What Occurred: The target was exceeded.  Data Source: Intelligence Bureau
4. % of Iowa first responder agencies with access to Fusion Center Information System	75	40	What occurred: The target was not achieved.  Date Source: Intelligence Bureau
Service, Product or Activity: Collect, Analyze and Report Uniform Crime data			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of Iowa population in jurisdictions reporting UCR Data	95	97	What Occurred: The target was achieved.  Data Source: Iowa Uniform Crime Reporting System
2. % of mandated agencies reporting UCR data to the Department of Public Safety	85	88	What Occurred: The target was achieved.  Data Source: Iowa Uniform Crime Reporting System

Service, Product or Activity: Statewide Law Enforcement Communications Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % time radio network available for voice communication	97	99	What Occurred: The target was achieved.  Data Source: Iowa State Patrol Communications
Service, Product or Activity: Provide Vital Information to Non-Law Enforcement Customers			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of Amber Alert broadcasts completed within 60 minutes of receipt required information	95	No alerts issued	What Occurred: The target was achieved.  Data Source: Iowa State Patrol Communications
2. % of media outlets receiving press releases electronically	125	240	What Occurred: The target was achieved.  Data Source: Public Information Bureau
3. # of individuals enrolled in SOR e-mail notification service	1,000	2,082	What Occurred: The target was achieved.  Data Source: Division of Criminal Investigation
Service, Product or Activity: Records and Identification			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of fingerprints entered within 2 working days of receipt in the identification section	95	95	What Occurred: The target was achieved.  Data Source: Division of Criminal Investigation, Iowa Department of Public Safety
2. % of counties where case and disposition records are audited annually against DCI records	25	25	What Occurred: The target was not achieved.  Data Source: Division of Criminal Investigation, Iowa Department of Public Safety
3. Percent of accurate submission and identification of fingerprints (AFIS)	100	100	What Occurred: The target was achieved.  Data Source: Division of Criminal Investigation, Iowa Department of Public Safety
4. Percent of information provided to requesting person/agency from AFIS which are accurate	100	100	What Occurred: The target was achieved.  Data Source: Division of Criminal Investigation, Iowa Department of Public Safety
5. Percent of requests for assistance regarding missing persons which are acted upon within 24 hours	100	100	What Occurred: The target was not achieved.  Data Source: Division of Criminal Investigation, Iowa Department of Public Safety

Service, Product or Activity: Sex Offender Registry			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of records validated with in three months of initial entry	100	100	What Occurred: The target was achieved.  Data Source: Iowa Sex Offender Registry
2. % of existing records re-validated with in 12 months of previous validation	100	100	What Occurred: The target was achieved.  Data Source: Iowa Sex Offender Registry

## AGENCY PERFORMANCE PLAN RESULTS FY 2009

<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: Education and Training</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of fire departments with a certified fire instructor	35	44	What Occurred: The target was exceeded.  Data Source: Fire Service Training Bureau
2. % of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level	50	50	What Occurred: The target was achieved.  Data Source: Fire Service Training Bureau
<b>Service, Product or Activity: Fire Service Training Programs</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of firefighters receiving "live fire training"	1,000	1,007	What Occurred: The target was exceeded.  Data Source: Fire Service Training Bureau
2. Mean rating of courses by course participants (5 point scale)	4	4	What Occurred: The target was achieved.  Data Source: Fire Service Training Bureau
<b>Service, Product or Activity: Professional Fire Service Certification Program</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of certified "Fire Fighter I" and "Fire Fighter II" firefighters	1,500	1,425	What Occurred: The target was not achieved.  Data Source: Fire Service Training Bureau
2. Certification test "pass" rate (based on valid and reliable test banks and skill exams).	80	83	What Occurred: The target was exceeded.  Data Source: Fire Service Training Bureau
<b>Service, Product or Activity: Point of Contact for Federal Fire Programs</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number National Fire Academy "direct" and "regional" deliveries	8	10	What Occurred: The target was achieved.  Data Source: Fire Service Training Bureau
2. Number of students receiving National Fire Academy training	180	219	What Occurred: The target was achieved.  Data Source: Fire Service Training Bureau

<b>Service, Product or Activity:</b> Research, Technical Assistance, and Support			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Number of workshops to prepare fire departments to apply for "Assistance to Fire Fighter" Grants	3	5	What Occurred: The target was exceeded.  Data Source: Fire Service Training Bureau

## AGENCY PERFORMANCE PLAN RESULTS FY 2009

<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: Resource Management</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. # of audit exceptions contained in annual audit report.	2	4	What Occurred: The target was not achieved.  Data Source: Finance Bureau, Iowa Department of Public Safety
2. % of time IOWA System switch is available	99.9	99.99	What Occurred: The target was achieved.  Data Source: Technology Services Bureau, Iowa Department of Public Safety
<b>Service, Product or Activity: Management &amp; Stewardship</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of claims in substantial compliance with Revenue & Finance policies and procedures	99.5	100	What Occurred: The target was achieved.  Data Source: Finance Bureau, Iowa Department of Public Safety
2. % of individual performance evaluations that are current	90	76	What Occurred: The target was not achieved.  Data Source: Finance Bureau, Iowa Department of Public Safety
3. % pension benefit checks written without error	99.0	99.9	What Occurred: The target was achieved.  Data Source: Finance Bureau, Iowa Department of Public Safety
4. % of complaints against employees investigated	100	100	What Occurred: The target was achieved.  Data Source: Professional Standards Bureau, Iowa Department of Public Safety
5. % of known complainants (against employees) responded to	100	100	What Occurred: The target was achieved.  Data Source: Professional Standards Bureau, Iowa Department of Public Safety

Service, Product or Activity: Fleet Services & Supply			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. # vehicles issued	150	183	What Occurred: The target was exceeded.  Data Source: Iowa State Patrol
2. % of routine supply orders filled within 24 hours	90	99	What Occurred: The target was achieved.  Data Source: Iowa State Patrol
Service, Product or Activity: Plans, Research & Training			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of officers receiving mandatory training each calendar year	99	100	What Occurred: The target was achieved.  Data Source: Training and Recruitment Bureau
2. % of departmental policies reviewed	95	63	What Occurred: The target was not achieved.  Data Source: CALEA Manager
Service, Product or Activity: Technology Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % (IOWA System) validations completed within allotted time	100	100	What Occurred: The target was achieved.  Data Source: Technology Services Bureau
2. % of agencies audited as required by the FBI	100	86	What Occurred: The target was not achieved.  Data Source: Technology Services Bureau
3. % of NCIC 2000 requirements complied with	100	100	What Occurred: The target was achieved.  Data Source: Technology Services Bureau
4. Number of IOWA System users trained and/or certified	1,500	3,172	What Occurred: The target was not achieved.  Data Source: Technology Services Bureau
5. IOWA System messages transmitted to/from law enforcement agency/officer	56,000,000	63,269,246	What Occurred: The target was not achieved.  Data Source: Technology Services Bureau

## RESOURCE REALLOCATIONS

The Department of Public Safety had one internal reallocation of funds from the State Patrol (R75) to The State Fire Marshal's Office (R72) in the amount of \$175,000 during FY 2009.



## 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 Planning and Research Administrator, Office of the Commissioner at 515-725-6185.

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