



Iowa Department of Public Safety

Performance Report

Performance Results Achieved
for Fiscal Year 2012

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Commissioner

December 2013

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¹ “SPA” – Service, Product or Activity

Introduction

This is the Agency Performance Report completed by the Iowa Department of Public Safety for state fiscal year 2012 (July 1, 2011 through June 30, 2012). 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:

Office of the Commissioner
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Oran Pape State Office Building
215 East 7th St
Des Moines, Iowa 50319

Agency Overview

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 Department has six divisions:

- Administrative Services,
- Criminal Investigation,
- State Fire Marshal,
- Intelligence & Fusion Center,
- Narcotics Enforcement, and
- Iowa State Patrol,

and the Office of the Commissioner, which includes the Commissioner, the Executive Assistant to the Commissioner, the Department's Legislative Liaison, the Rules Administrator, CALEA Accreditation Manager, the Commissioner's Executive Secretary, and four bureaus:

- Governor's Traffic Safety Bureau,
- Training and Recruitment Bureau,
- Professional Standards Bureau, and
- Public Information Bureau.

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

Mission: To serve the people of Iowa by providing public safety services with leadership, integrity, and professionalism.

Guiding Principles and Core Values:

- Courtesy
- Service
- Protection
- Integrity
- Professionalism

Core Functions and Key Services, Products and Activities:

Enforcement and Investigation – activities traditionally associated with law enforcement and preserving public safety for citizens, such as patrolling the State's highways, investigating major crimes, gaming enforcement, and narcotics enforcement.

Regulation and Compliance – “regulatory” activities, such as fire prevention inspections, code enforcement, and licensing activities.

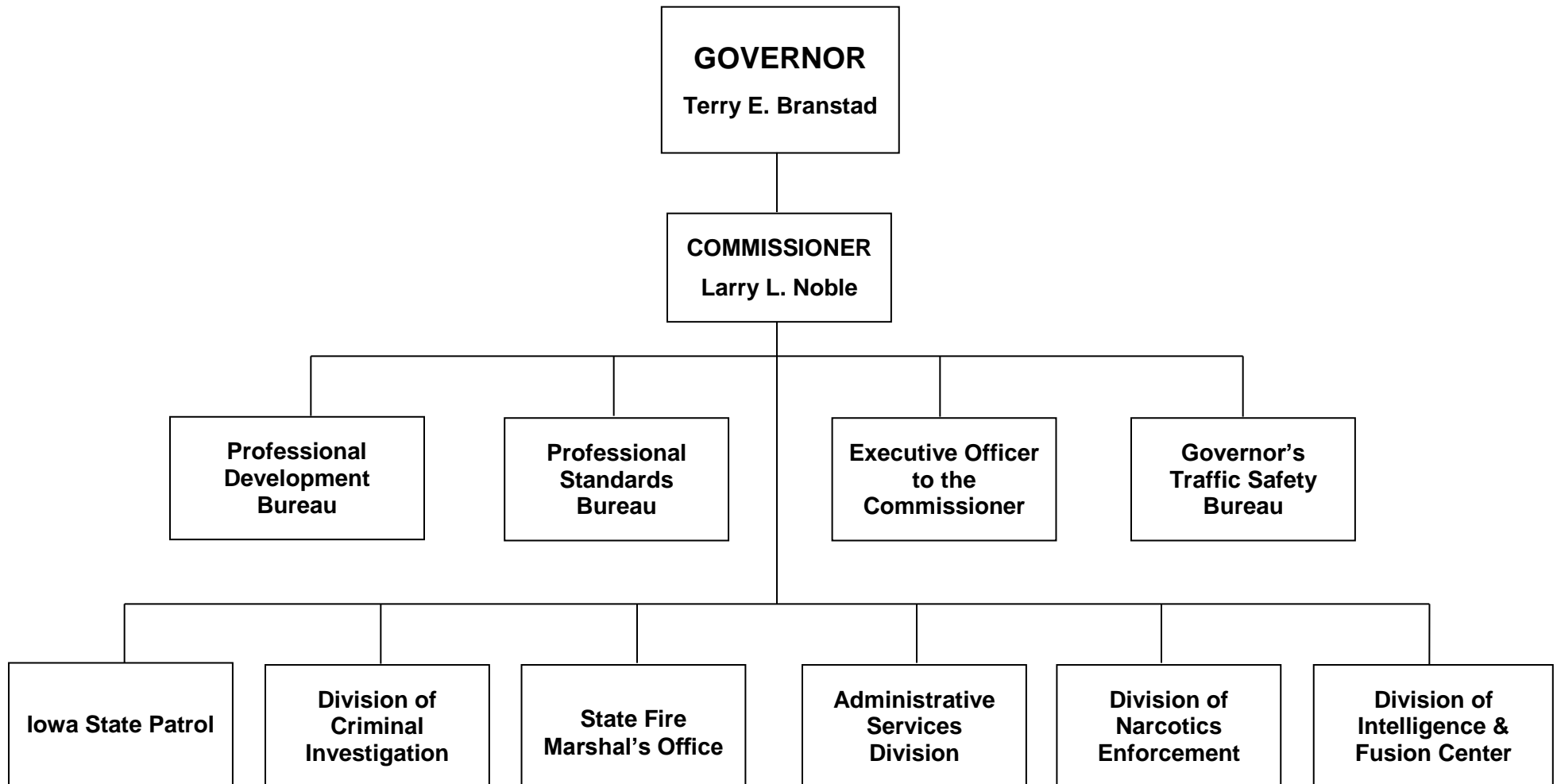
Research, Analysis and Information Management – criminal intelligence, criminal history records, uniform crime reporting, public information activities, management of the State police radio system, the Iowa Sex Offender Registry, and the Iowa Missing Persons Information Clearinghouse.

Education and Training – education and training is provided by all DPS divisions; examples include: education and awareness training provided by Iowa State Patrol and the Division of Narcotics Enforcement for citizens and other local law enforcement; Fire Service Training Bureau, and the Volunteer Fire Fighter Training and Equipment Fund to support local firefighters.

Resource Management – internal management of the Department's 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.

In FY2012, the Department had 953 staff including 642 sworn staff and 43 criminalists. To provide direct contact customer service throughout the State, department staff works from 49 locations. The Department was appropriated \$80.5 million in general fund monies in FY2012.

Table of Organization



Key Strategic Challenges and Opportunities

The Iowa Department of Public Safety draws on a well-established reputation of integrity and professionalism, which reflects the basic strengths of the Department, its divisions, and leadership.

- 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 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's 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 has a leadership role in: providing training of fire fighters to maintain fire suppression capabilities in the State; providing expertise and assistance in investigating fires of suspicious or unknown origin and incidents involving explosives; adoption and enforcement of fire and building codes; licensing of electricians and electrical contractors; and adopting standards for electrical work and inspections of electrical installations.
- The Division of Narcotics Enforcement serves as the lead agency in the State providing: public safety through investigative enforcement of laws relating to narcotics and other controlled substances; significant training and instruction to partners in local law enforcement; and intervention efforts for Iowa's drug endangered children who are frequently neglected and abused.
- The Division of Intelligence and Fusion Center 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 partners in both the public and private sectors.
- 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.

Major strategic challenges which faced the Department during FY2012 include the following:

- Staffing of peace officer positions within the Department remains a priority. Since FY2009, the Department has lost 43 sworn positions. Consequently, the Department has significantly fewer peace officers to engage in traffic law enforcement and investigating major criminal offenses than was the case in prior years, even though demands for those services have risen. There also have been decreases in staffing of civilian positions. At the same time, personnel costs continue

to increase and require adequate funding in order to sustain staffing to provide the level of service citizens deserve.

- Maintenance and/or replacement of aging equipment and facilities represent two strategic challenges for the Department. For example, in the Division of Criminal Investigation Criminalistics Laboratory, the replacement of aging and obsolete equipment has been addressed to some extent through utilization of grant funding. Iowa State Patrol posts require resources for routine and major maintenance, which have been offset by funds for some major maintenance projects through the Vertical Infrastructure Program. DPS is continually looking for opportunities to reduce lease expenses and ensure energy efficient facilities and strategies.
- Increasing demand for services impacts the workload of cases handled by all divisions. For example, the Division of Narcotics Enforcement is facing increased quantities and purities of methamphetamine never seen before; an emerging heroin drug threat; and significant neglect and abuse of drug endangered children. In May 2013, HF 527 was passed which adds a large number of aggravated misdemeanors to the list of convictions requiring sampling for DNA profiling and inclusion in the FBI's CODIS database. As a result, this impacts the workload of the Division of Criminal Investigation Criminalistics Laboratory requiring additional staff and supplies to process these new cases.
- Criminal activity involving the use of computers and computer-based technologies is a growing area of concern; this area continues 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 FY2005 and gives priority to child sexual exploitation cases, however, the Unit also provides services for all investigations involving technology devices; in addition, the Unit is building capacity to provide adequate investigative and forensic response to cyber intrusion requests for investigative assistance across the State of Iowa. During FY2012, this Unit had a backlog in excess of 45 days. The Unit was formed using existing resources; plus \$750,000 in federal grant funds available to purchase equipment, training and supplies. The Unit received a recent federal grant award totaling \$330,000 for the next twelve months to support the ongoing effort to lead the Iowa Internet Crimes Against Children Task Force initiative.
- Interoperability of public safety wireless communications systems has been recognized 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, were generally acknowledged as early as the flood of 1993, and this recognition has been widely shared nationally, at least since the events of September 11, 2001. In February 2012, the National Public Safety Broadband Network, FirstNet, was planned as the single nationwide data network to enhance public safety interoperability. In line with the national direction, the State established the Iowa Statewide Interoperable Communications System Board to provide oversight on the development of related interoperability policies and standards.
- The Iowa General Assembly has added several regulatory responsibilities to the responsibilities of the Department in recent years, including the statewide Electrician and Electrical Contractor Licensing Program and statewide Electrical Inspection Program. The Department also certifies

or licenses commercial explosive dealers, individual explosive blasters, fire extinguishing system contractors, fire protection system installers, alarm system contractors and installers, and manufactured housing dealers and installers.

Key Result

Name: Traffic Fatality Rate

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

Why are we 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:

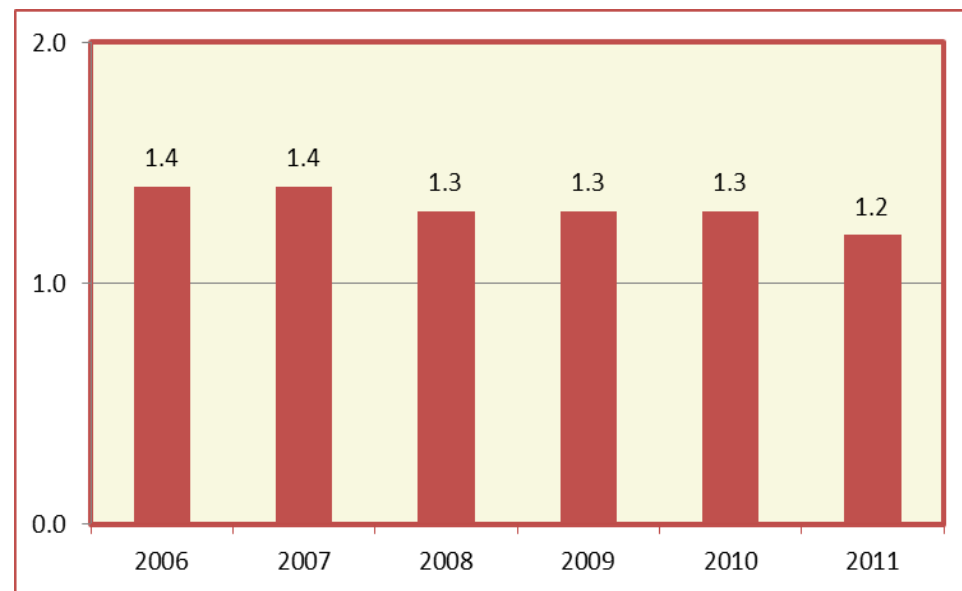
Traffic fatalities per 100 million vehicle miles traveled

Performance Target: 1.4

What was Achieved: The traffic fatality rate in 2011 of 1.2 per 100 million vehicle miles traveled was lower than the target rate of 1.4.

Data Source: Iowa Department of Transportation

Total Traffic Fatalities Per 100 Million Vehicle Miles



Key Result

Name: Seat Belt Usage

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

Why are we 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.

Results

Performance Measure:

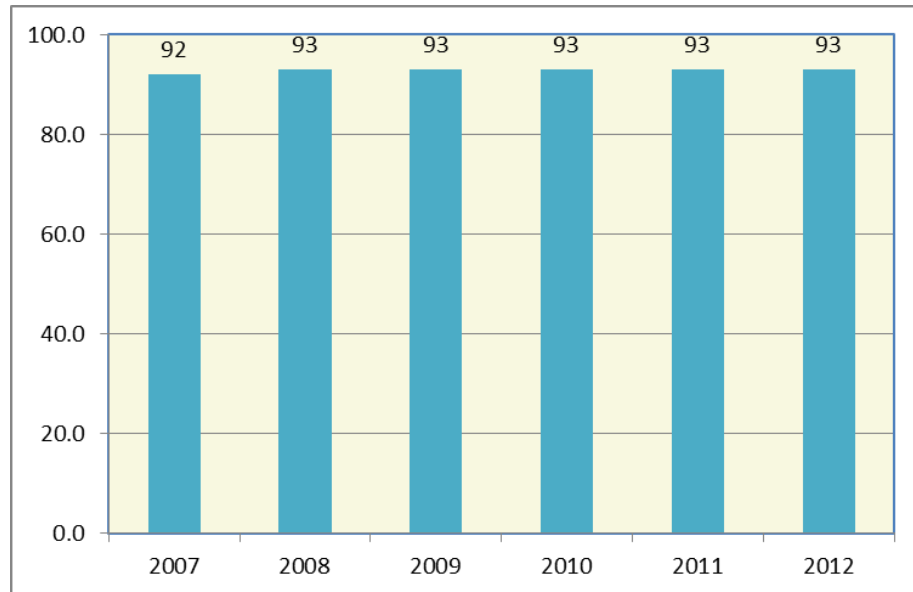
Percent of drivers and front seat passengers using seat belts

Performance Target: 93%

What was Achieved: Iowa achieved the target of 93 percent usage of seat belts by drivers and front seat passengers in 2012.

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

Percent of Iowa drivers and front seat passengers using seat belts



Key Result

Name: Index of Reported Violent Crime Offenses

Description: Number of reported violent index offenses (murder, rape, robbery and aggravated assault) reported to the Iowa Department of Public Safety by local law enforcement agencies per 100,000 estimated populations in Iowa.

Why are we doing this: Rates of reported violence are a frequent indicator of public safety. Iowa's historically low rate of reported violent index crime is a significant contributor to Iowa scoring well on various indices of "livability," in comparison to other states.

What we're doing to achieve results: The Division of Criminal Investigation provides investigative assistance and expertise to local law enforcement agencies as requested for major criminal investigations. The Division of Criminal Investigation Criminalistics Laboratory provides expert analysis of forensic evidence to assist in investigation and prosecution of major criminal offenses.

Results

Performance Measure:

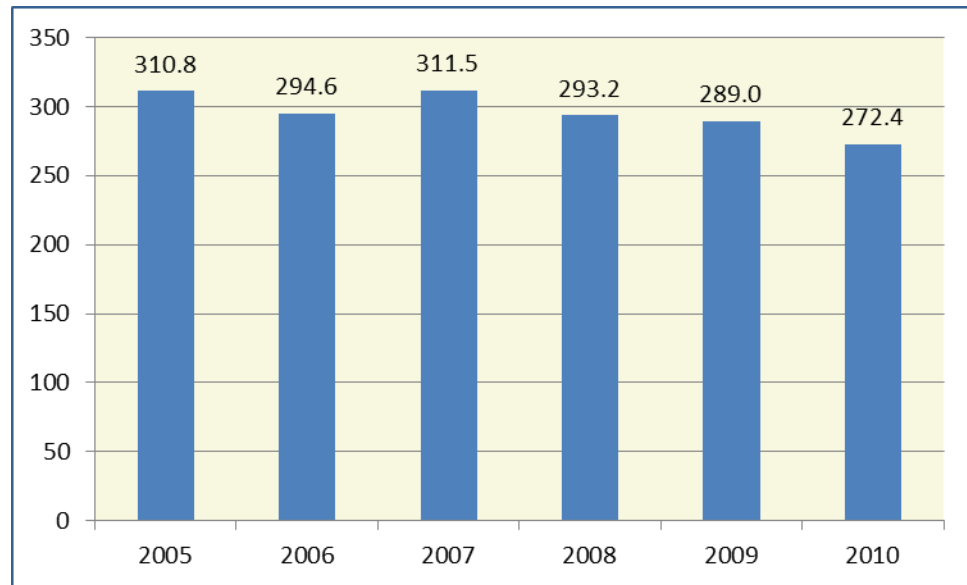
Rate per 100,000 estimated populations of violent criminal index offenses reported to law enforcement in Iowa

Performance Target: No target established.

What was Achieved: Iowa's rate of reported violent crime has declined about 7 percent between 2005 and 2010.

Data Source: Division of Criminal & Juvenile Justice Planning, Department of Human Rights

Violent Crime Rate per 100,000 Population



Key Result

Name: Fire Fatalities

Description: Number of fire deaths reported in Iowa annually

Why are we doing this: Fire safety is a major responsibility of the Department of Public Safety and of fire departments throughout the State.

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 firefighting efforts.

Results

Performance Measure:

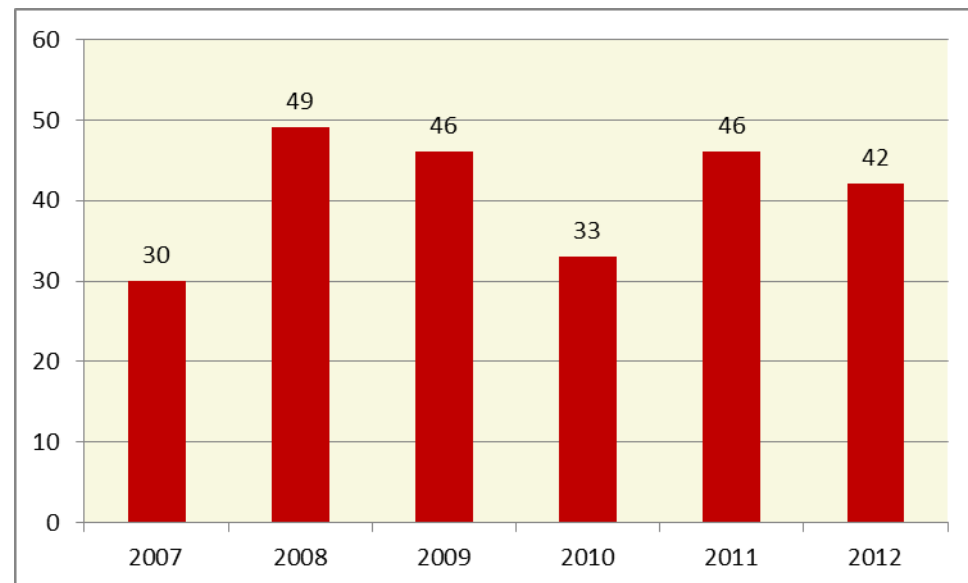
Number of fire deaths reported in Iowa annually

Performance Target: No target established

What was Achieved: After an upturn in 2008, fire deaths in Iowa declined in each of the following two years.

Data Source: Fire Marshal Division

Number of Fire Fatalities Reported Annually in Iowa



FY2012 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
Core Function: Enforcement and Investigation			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Traffic fatalities per 100 million vehicle miles traveled (moving average - 3 years)	1.4	1.17	What Occurred: The traffic fatality rate of 1.17 was lower than the target rate of 1.4. Data Source: Governor's Traffic Safety Bureau
2. Percent of major criminal investigations resolved from all Divisions	75%	N/A	What Occurred: The data is not available Data Source: Department of Public Safety
Service, Product or Activity: Traffic Enforcement, Investigation and Interdiction			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of enforcement contacts	320,000	377,083	What Occurred: The target was exceeded. Data Source: Iowa State Patrol
2. Number of narcotics arrests by the Iowa State Patrol	1,100	1,802	What Occurred: The target was exceeded. Data Source: Iowa State Patrol
3. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT survey)	93%	93%	What Occurred: The target was achieved. Data Source: Governor's Traffic Safety Bureau
4. Number of motorists assisted	20,000	20,276	What Occurred: The target was exceeded. Data Source: Iowa State Patrol
5. Rate of alcohol-related fatalities per	0.34	0.23	What Occurred: The target was exceeded.

100 million vehicle miles traveled			Data Source: Governor's Traffic Safety Bureau
6. Rate of traffic crashes resulting in serious injury per 100 million vehicle miles traveled	6.3	4.1325	What Occurred: The target was exceeded. Data Source: Governor's Traffic Safety Bureau
Service, Product or Activity: Fire and Explosive Investigations			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of fire deaths reported in Iowa annually	N/A	42	What Occurred: The number of deaths, 42, was lower than 2011, during which there were 46 deaths. Data Source: Fire Marshal Division
2. Percent of cases involving fires in which the cause is identified	40%	45%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
3. Percent of criminal cases involving fire, explosives and incendiary devices which are resolved	40%	40%	What Occurred: The target was achieved. Data Source: Fire Marshal Division
Service, Product or Activity: Narcotics Enforcement, Investigation and Awareness			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of drug investigations resolved	85%	96%	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement
2. Identification, awareness and education programs	20	40	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement

3. Responses to clandestine methamphetamine laboratories	35	53	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement
4. Major drug trafficking organizations disrupted	80	96	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement
5. Pharmaceutical diversion investigations	30	32	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement
6. Investigations stemming from seizures during interdiction stops	30	76	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement
7. Interdiction stops resulting in drug seizures	35	62	What Occurred: The target was exceeded. 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%	51%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation
2. Percent of internet crimes against children cases referred for prosecution	100%	100%	What Occurred: The target was achieved. Data Source: Division of Criminal Investigation
3. Number of community outreach programs presented by Internet Crimes Against Children (ICAC) Task Force	180	847	What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation

4. Number of computer forensic examinations completed by ICAC Task Force	180	856	What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation
5. Percent of Cybertips investigated within one business day	100%	100%	What Occurred: The target was achieved. Data Source: Division of Criminal Investigation
6. Percent of NCIC Missing Persons reports posted to Missing Persons Information Clearinghouse website within 24 hours	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 turnaround time on cases closed (days)	45	52.6525	What Occurred: The target was not met. Data Source: DCI Criminalistics Laboratory
2. Percent of performance criteria met for maintaining laboratory accreditation by meeting applicable ASCLD/LAB criteria in yearly inspections	100%	100%	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory
3. Successful completion by analysts of proficiency testing in all analytical areas the lab conducts casework in, and for which approved proficiency samples are available	100%	25.59%	What Occurred: The target was not met. Data Source: DCI Criminalistics Laboratory
4. Successful completion of at least one discipline specific training event annually (when available) for each lab analyst to maintain expert status	80%	74.99%	What Occurred: The target was not met. Data Source: DCI Criminalistics Laboratory

5. Average purity of samples of methamphetamine analyzed by the DCI Criminalistics Laboratory	40%	79.73%	What Occurred: The target was exceeded. Data Source: DCI Criminalistics Laboratory
Service, Product or Activity: Highway Safety Programming			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of traffic safety contracts administered	340	340	What Occurred: The target was achieved. Data Source: Governor's Traffic Safety Bureau

FY2012 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
Core Function: Regulation and Compliance			
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: The target was achieved. Data Source: Fire Marshal Division
2. Lives saved by working smoke detectors	100	215	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
Service, Product or Activity: Regulate the Private Investigative, Private Security, Bail Enforcement Industries			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of ID cards issued	3,000	2,528	What Occurred: The target was not met. Data Source: Program Services Bureau, Dept of Public Safety
2. Number of ID card applications denied	55	16	What Occurred: The target was not met. Data Source: Program Services Bureau, Dept of Public Safety
3. Number of ID cards revoked	5	19	What Occurred: The target was exceeded. Data Source: Program Services Bureau, Dept of Public Safety
Service, Product or Activity: Maintain and Enforce the State Building Code and Fire Marshal Rules/Standards through Plan Reviews			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis

1. Median turnaround time (expressed in calendar days) of plans after complete submission	45	46.5	What Occurred: The target was not met. Data Source: Fire Marshal Division
2. Percent of plan reviews completed within 60 calendar days of complete submission	100%	99.75%	What Occurred: The target was not met. Data Source: Fire Marshal Division
Service, Product or Activity: Conduct Fire Safety Inspections for all Facilities Requiring Inspection under State and/or Federal Statute			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of health care facility inspection reports returned to facilities within ten calendar days	95%	100%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
2. Percent of required school and college fire inspections completed biennially	60%	67%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
Service, Product or Activity: Ensure Safety of Electrical Installations through Licensing of Electricians and Electrical Inspections			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of electrical licenses issued within 10 working days of receipt of completed application and fee	85%	94%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
2. Percent of electrical installations inspected within 3 working days of receipt of request for inspection	85%	98%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
Service, Product or Activity: Maintain the Integrity of the Gaming Industry in the State of Iowa			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of low level background investigations (Class C) completed	85%	98%	What Occurred: The target was exceeded.

within 75 days of submission			Data Source: Division of Criminal Investigation
2. Percent of high level background investigations (Class A) completed within four months of submission	90%	0%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation
3. Percent of business entity background investigations (Class D) completed within established deadlines	95%	0%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation

FY2012 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
Core Function: Research, Analysis and Information Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of requests for public information that are processed within 1 working day	95%	97%	What Occurred: The target was exceeded. Data Source: Professional Development Bureau
Service, Product or Activity: Intelligence Information, Collection and Dissemination			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number officers completing LEIN School	40	40	What Occurred: The target was achieved. Data Source: Division of Intelligence & Fusion Center
2. Requests for intelligence information fulfilled	12,000	12,198	What Occurred: The target was exceeded. Data Source: Division of Intelligence & Fusion Center
3. Intelligence products produced	72	53	What Occurred: The target was not met. Data Source: Division of Intelligence & Fusion Center
4. Intelligence meetings attended	36	129	What Occurred: The target was exceeded. Data Source: Division of Intelligence & Fusion Center
5. Intelligence (CDERS) cases opened	250	1,004	What Occurred: The target was exceeded. Data Source: Division of Intelligence & Fusion Center

6. Number of Homeland Security exercises participated in	6	9	What Occurred: The target was exceeded. Data Source: Division of Intelligence & Fusion Center
Service, Product or Activity: Collect, Analyze and Report Uniform Crime Data			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of Iowa population in jurisdictions reporting U.C.R. data	95%	94%	What Occurred: The target was not met. Data Source: Administrative Services Division
2. Percent of mandated agencies reporting data to the Department of Public Safety	85%	87%	What Occurred: The target was exceeded. Data Source: Administrative Services Division
Service, Product or Activity: Provide Statewide Law Enforcement Communications Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent time radio network available for voice communication	97%	99%	What Occurred: The target was exceeded. 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. Percent of A.M.B.E.R. Alert broadcasts completed within 60 minutes of receipt required information	95%	25%	What Occurred: The target was not met. Data Source: Iowa State Patrol Communications
2. Number of media personnel receiving press releases electronically	300	0	What Occurred: The target was not met. Data Source: Professional Development Bureau

3. Number of individuals enrolled in Sex Offender Registry email notification service	3,100	19,541	What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation
4. Percent of non-law enforcement requests for criminal history information processed within 2 working days	75%	73%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation
Service, Product or Activity: Records and Identification			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of fingerprints entered within 2 working days of receipt in the identification section	90%	72%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation
2. Percent of livescan arrest fingerprint cards entered within two days of receipt	90%	86%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation
3. Number of counties where case and disposition records are audited annually against DCI records.	25	22	What Occurred: The target was not met. Data Source: Division of Criminal Investigation
4. Percent of accurate submission and identification of fingerprints (AFIS)	100%	100%	What Occurred: The target was achieved. Data Source: Division of Criminal Investigation
5. 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

Service, Product or Activity: Sex Offender Registry			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of records validated within three months of initial entry	100%	100%	What Occurred: The target was achieved. Data Source: Division of Criminal Investigation
2. Percent of existing records re-validated within 12 months of previous validation	100%	100%	What Occurred: The target was achieved. Data Source: Division of Criminal Investigation
3. Percent of total Iowa sex offender registrants whose whereabouts are unknown	3%	1.3%	What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation

FY2012 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
Core Function: Education and Training			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of fire departments with a certified fire instructor	35%	47%	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
2. Percent of fire departments in which 50% of firefighters are trained to the fire fighter 1 level	50%	55%	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
Service, Product or Activity: Fire Service Training Programs			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of firefighters receiving “live fire training”	1,000	1,343	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
2. Mean rating of courses by course participants (5 point scale) (4 is “Satisfactory”)	4	4.125	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
Service, Product or Activity: 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	1,500	1,243	What Occurred: The target was not met. Data Source: Fire Service Training Bureau, State Fire Marshal

2. Certification test “pass” rate (based on valid and reliable test banks and skill exams)	80%	80.38%	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
Service, Product or Activity: 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	8	11	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
2. Number of students receiving National Fire Academy training	180	237	What Occurred: The target was exceeded. Data Source: Fire Service Training Bureau, State Fire Marshal
Service, Product or Activity: Research, Technical Assistance and Support			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of workshops to prepare fire departments to apply for “Assistance to Fire Fighter Grants”	3	1	What Occurred: The target was not met. Data Source: Fire Service Training Bureau, State Fire Marshal

FY2012 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
Core Function: Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of audit exceptions contained in annual audit report	3	1	<p>What Occurred: The target was exceeded.</p> <p>Data Source: Finance Bureau, Administrative Services Division</p>
2. Percent of time IOWA System switch is available	99.9%	99.83%	<p>What Occurred: The target was not met.</p> <p>Data Source: Technology Services Bureau, Administrative Services Division</p>
Service, Product or Activity: Management and Stewardship			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of evaluations that are current	100%	61.52%	<p>What Occurred: The target was not met.</p> <p>Data Source: Administrative Services Division</p>
2. Percent of benefit checks written without error	99%	99.99%	<p>What Occurred: The target was exceeded.</p> <p>Data Source: Finance Bureau, Administrative Services Division</p>
3. Percent of complaints investigated	100%	100%	<p>What Occurred: The target was achieved.</p> <p>Data Source: Professional Standards Bureau</p>
4. Percent of known complainants responded to	100%	100%	<p>What Occurred: The target was achieved.</p> <p>Data Source: Professional Standards Bureau</p>

Service, Product or Activity: Fleet and Supply			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of vehicles issued (new and used/reissued vehicles for all divisions)	80	204	What Occurred: The target was exceeded. Data Source: Iowa State Patrol
2. Percent of routine orders filled within 24 hours	90%	90%	What Occurred: The target was achieved. Data Source: Iowa State Patrol
Service, Product or Activity: Plans, Research and Training			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of officers receiving mandatory training each calendar year	100%	99%	What Occurred: The target was not met. Data Source: Professional Development Bureau
2. Percent of departmental policies reviewed	33%	39%	What Occurred: The target was exceeded. Data Source: Professional Development Bureau
Service, Product or Activity: Technology Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent validations completed within allotted time	100%	100%	What Occurred: The target was achieved. Data Source: Technology Services Bureau, Administrative Services Division
2. Percent of agencies audited as required by the FBI	100%	29.76%	What Occurred: The target was not met. Data Source: Technology Services Bureau, Administrative Services Division

3. Number of IOWA System users trained and/or certified	1,500	3,942	What Occurred: The target was exceeded. Data Source: Technology Services Bureau, Administrative Services Division
4. IOWA system messages transmitted to/from law enforcement agency/officer	69,000,000	77,361,854	What Occurred: The target was exceeded. Data Source: Technology Services Bureau, Administrative Services Division