



**Iowa Department of Public Safety**

# Performance Report

Performance Results Achieved  
for Fiscal Year 2014

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Commissioner

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<sup>1</sup> “SPA” – Service, Product or Activity

## Introduction

This is the Agency Performance Report completed by the Iowa Department of Public Safety for state fiscal year 2014 (July 1, 2013 through June 30, 2014). 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  
Department of Public Safety  
Oran Pape State Office Building  
215 East 7<sup>th</sup> 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 three bureaus:

- Governor's Traffic Safety 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, 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.

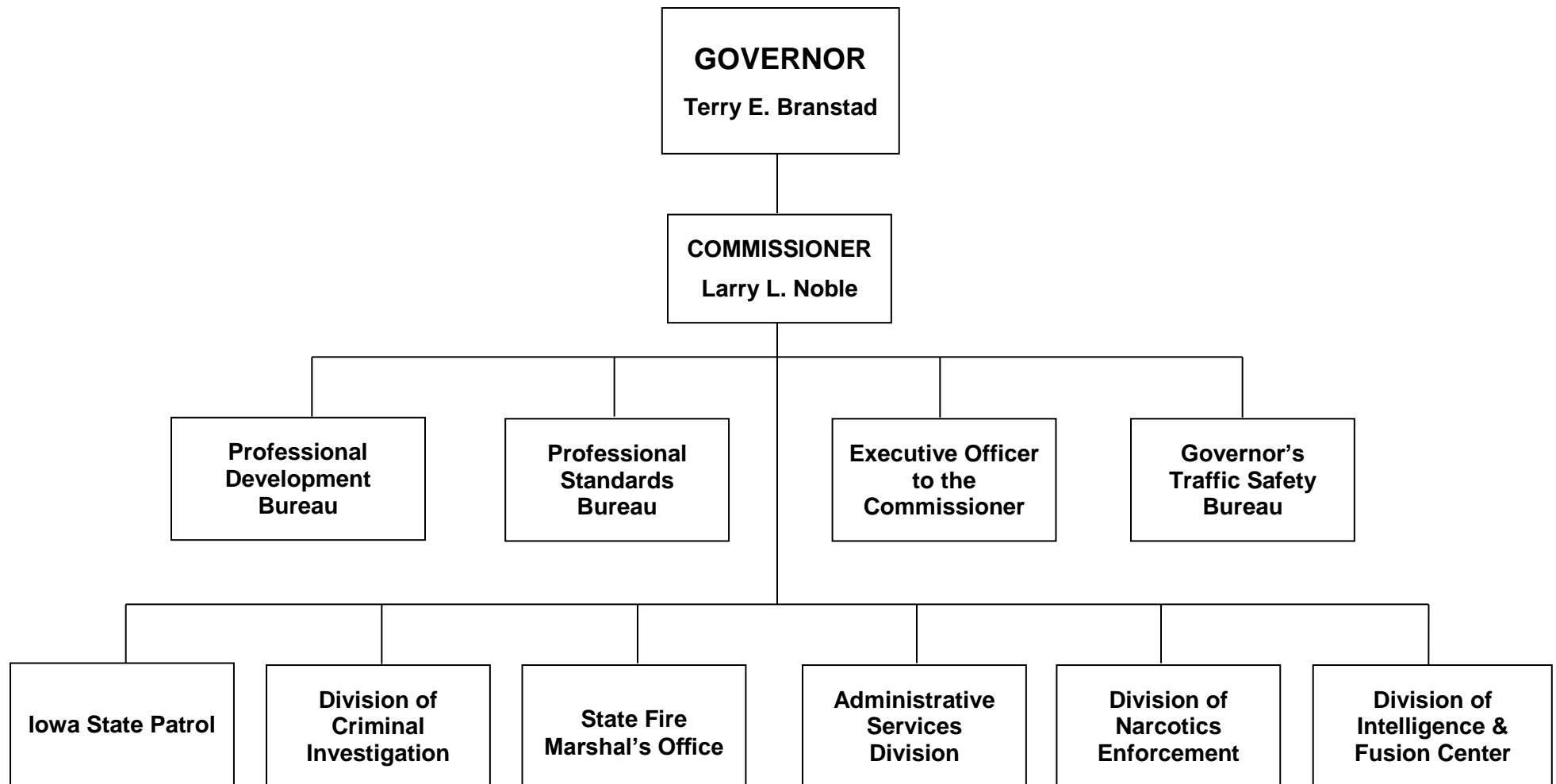
Research, Analysis and Information Management – criminal intelligence, criminal history records, uniform crime reporting, public information activities, management of the State police radio system, the Iowa Sex Offender Registry, and the Iowa Missing Persons Information Clearinghouse.

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 FY2014, the Department had 964 staff which includes 630 sworn personnel. To provide direct contact customer service throughout the State, department staff works from 49 locations. The Department was appropriated \$92.0 million in general fund monies in FY2014.

## 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. With the support of the Governor and Legislature, the Iowa State Patrol has officers in every county actively supporting local communities through their professional and personal lives.
- Iowa State Patrol Communications provides police radio services to federal, state, and local agencies.
- The Department of Public Safety held the 38<sup>th</sup> Academy and plans the 39<sup>th</sup> Academy for FY2015.
- 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 FY2014 include the following:

- Staffing of peace officer positions within the Department remains a priority. The Department has significantly fewer peace officers to engage in 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 sworn management and civilian positions. At the same time, personnel costs continue to increase which 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. 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.
- 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.
- 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 of 280 forensic examinations. The Unit was formed using existing resources; plus \$750,000 in federal grant funds available to purchase equipment, training and supplies. In FY2014, the Unit received a recent federal grant award totaling \$315,000 for the next twelve months to support the ongoing effort to lead the Iowa Internet Crimes Against Children Task Force initiative.
- 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:** One area of the Iowa State Patrol is 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

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**Performance Measure:**

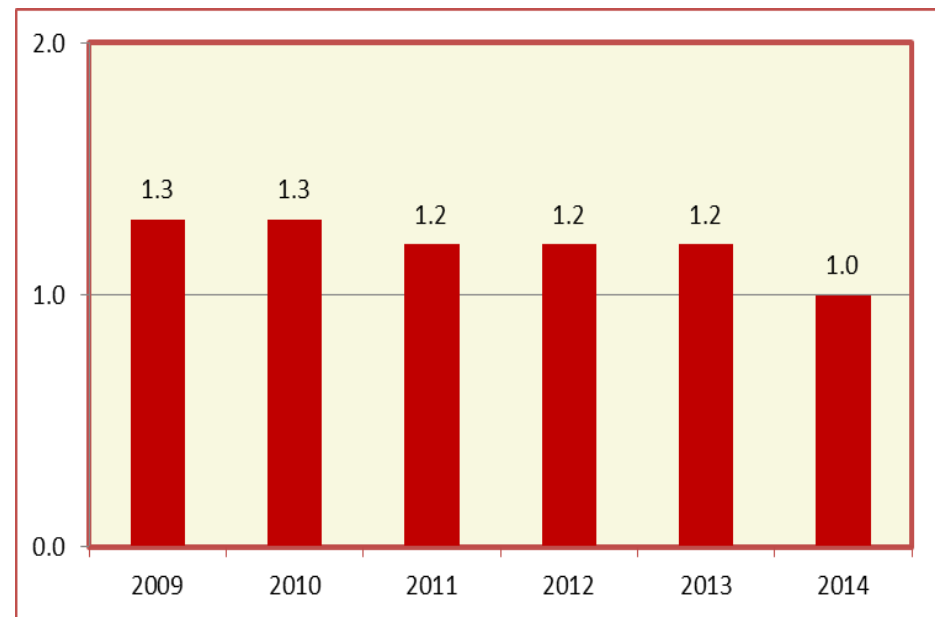
Traffic fatalities per 100 million vehicle miles traveled

**Performance Target:** 1.2

**What was Achieved:** The traffic fatality rate in 2014 of 1.0 per 100 million vehicle miles traveled exceeded the target rate of 1.2.

**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:**

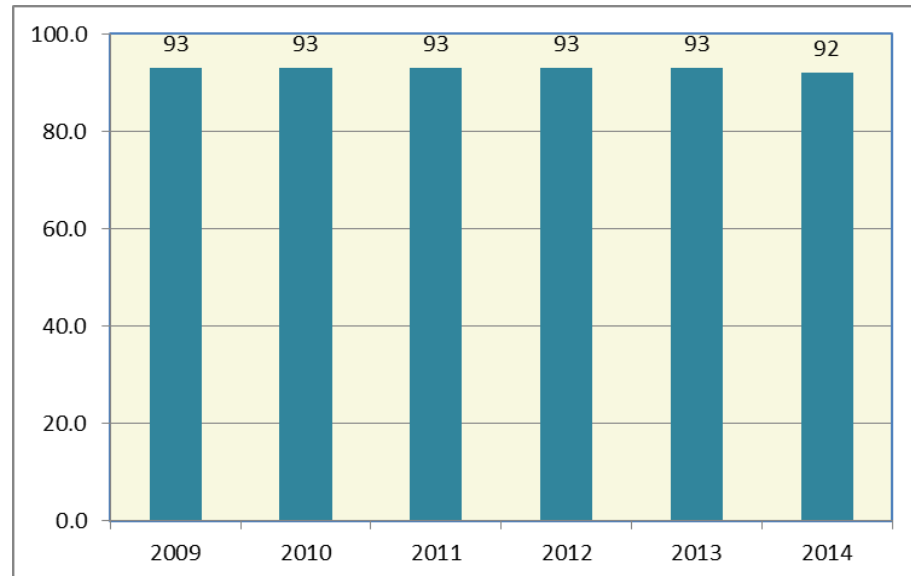
Percent of drivers and front seat passengers using seat belts

**Performance Target:** 95%

**What was Achieved:** Iowa has maintained an average of 92.8 percent usage of seat belts.

**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:

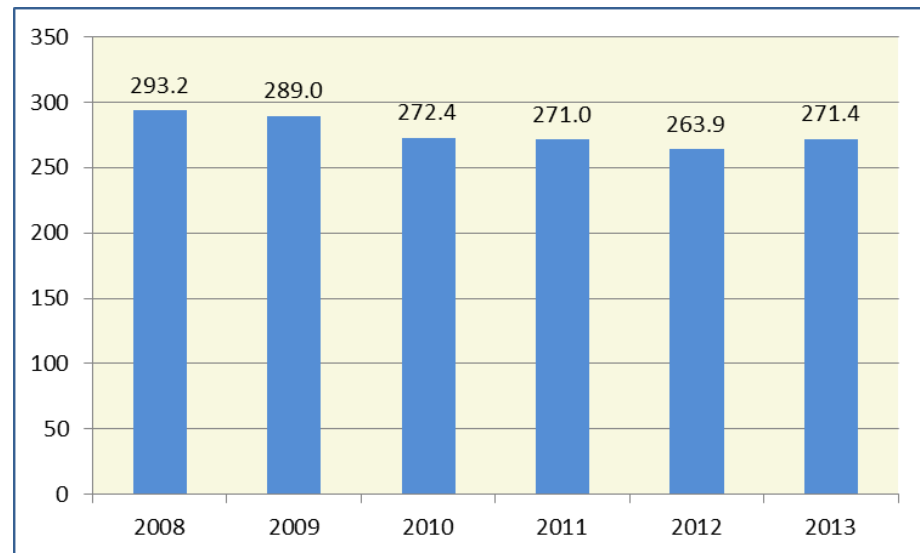
Rate per 100,000 estimated populations of violent criminal index offenses reported to law enforcement in Iowa

**Performance Target:** 270.0

**What was Achieved:** The average rate of reported violent crime has been 269.7 per 100,000 population. This is an 8% decrease in the rate of reported violent crime from a high of 293.2 in 2008.

**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

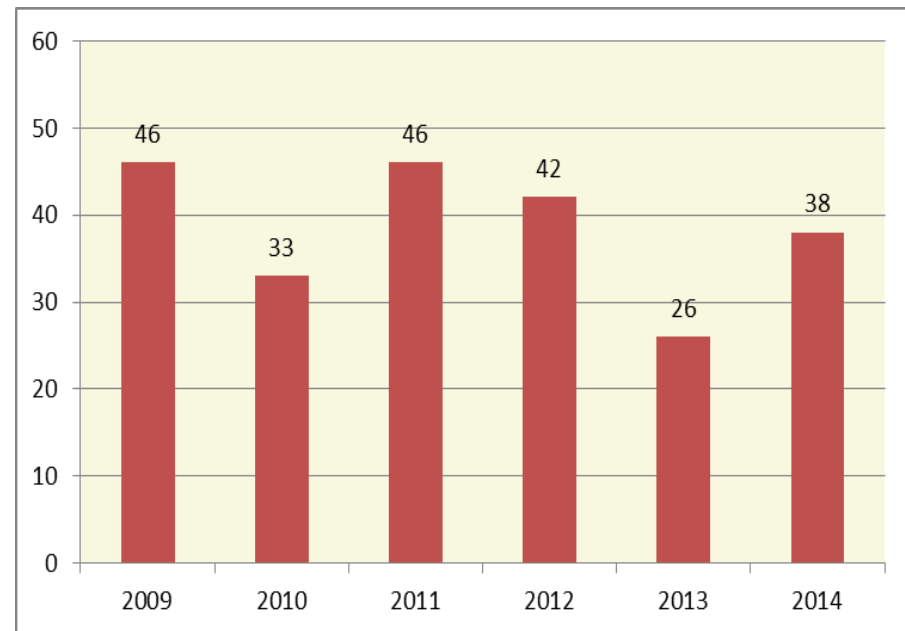
**Performance Target:** No target established

**What was Achieved:** The number of deaths in 2014\* is down from the high point of 46 in 2011 and 2009.

(\* 2014 data is year to date).

**Data Source:** Fire Marshal Division

**Number of Fire Fatalities Reported Annually in Iowa**



### FY2014 Agency Performance Plan Results

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
<b>Core Function:</b> 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)	1.2	1.0	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Governor's Traffic Safety Bureau
2. Rate of reported violent index crimes (per 100,000 estimated population)	270	271.4	<b>What Occurred:</b> The average rate of reported violent crime over the last 4 years is 269.7 which is an 8% decrease in the rate of reported violent crime from a high of 293.2 in 2008.  <b>Data Source:</b> Department of Public Safety
<b>Service, Product or Activity:</b> Traffic Enforcement, Investigation and Interdiction			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT survey)	95%	93%	<b>What Occurred:</b> The average percentage of 92.8% continues to remain steady.  <b>Data Source:</b> Governor's Traffic Safety Bureau
2. Rate of alcohol-related fatalities per 100 million vehicle miles traveled	0.34	0.30	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Governor's Traffic Safety Bureau
<b>Service, Product or Activity:</b> Arson and Explosive Investigations			

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of arson and explosive cases resolved	100%	98%	<b>What Occurred:</b> Our performance has improved since FY2013 reporting.  <b>Data Source:</b> Fire Marshal Division
<b>Service, Product or Activity:</b> Narcotics Enforcement, Investigation and Awareness			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of drug trafficking organizations disrupted and dismantled	80	101	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Division of Narcotics Enforcement
2. Percent of drug investigations resolved	85%	94%	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Division of Narcotics Enforcement
<b>Service, Product or Activity:</b> Criminal Investigation			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of internet crimes against children cases referred for prosecution	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Division of Criminal Investigation
2. Percent of Cybertips investigated within one business day	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Division of Criminal Investigation
3. Percent of NCIC Missing Persons reports posted to Missing Persons	100%	100%	<b>What Occurred:</b> The target was achieved.

Information Clearinghouse website within 24 hours			<b>Data Source:</b> Division of Criminal Investigation
<b>Service, Product or Activity:</b> Criminalistics Laboratory Services			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1.</b> Average Lab-wide turnaround time on cases closed (days)	45	60	<b>What Occurred:</b> Due to the increased workload and the decline of personnel assigned to the DCI Lab, turnaround time has increased by 13 days during this fiscal year.  <b>Data Source:</b> DCI Criminalistics Laboratory
<b>2.</b> Percent of applicable ASCLD/LAB (laboratory accreditation) criteria met in yearly inspections	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> DCI Criminalistics Laboratory
<b>3.</b> Percent of criminalists successfully completing proficiency testing in all analytical areas in which the lab conducts casework and for which approved proficiency samples are available	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> DCI Criminalistics Laboratory
<b>4.</b> Percent of criminalists successfully completing at least one discipline specific training event annually (when available) to maintain expert status	90%	92%	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> DCI Criminalistics Laboratory

### FY2014 Agency Performance Plan Results

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
<b>Core Function:</b> 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	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Fire Marshal Division
<b>Service, Product or Activity:</b> Regulate the Private Investigative, Private Security, and Bail Enforcement Industries			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of private investigative employee ID cards issued on a two year cycle	2,500	2,807	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Program Services Bureau, Administrative Services Division
<b>Service, Product or Activity:</b> Plan Reviews for Compliance with State Fire and Building Codes			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Median turnaround time (expressed in calendar days) of plans after complete submission	45	38	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Fire Marshal Division
2. Percent of plan reviews completed within 60 calendar days of complete submission	100%	99.6%	<b>What Occurred:</b> Our performance has improved from 98% last year to 99.6% this fiscal year.  <b>Data Source:</b> Fire Marshal Division

<b>Service, Product or Activity:</b> Fire Safety Inspections			
<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	100%	95.5%	<b>What Occurred:</b> The target was not met.  <b>Data Source:</b> Fire Marshal Division
2. Percent of required school and college fire inspections completed biennially	100%	87%	<b>What Occurred:</b> Our performance has improved from 76% during FY13 to 87% this fiscal year.  <b>Data Source:</b> Fire Marshal Division
<b>Service, Product or Activity:</b> Electrical Licensing and Electrical Inspections			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of electrical licenses issued within 10 working days of receipt of completed application and fee	100%	85%	<b>What Occurred:</b> The target was not met.  <b>Data Source:</b> Fire Marshal Division
2. Percent of electrical installations inspected within 3 working days of receipt of request for inspection	100%	97.5%	<b>What Occurred:</b> Our performance has improved from 97% in FY2013 to 97.5% this fiscal year.  <b>Data Source:</b> Fire Marshal Division
<b>Service, Product or Activity:</b> Gaming and Lottery Background Investigations			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of low level background investigations (Class C) completed within 75 days of submission	100%	92.4%	<b>What Occurred:</b> Our performance has significantly improved from 78.9% in FY2013 to 92.4% this fiscal year.  <b>Data Source:</b> Division of Criminal Investigation



2. Percent of high level background investigations (Class A) completed within four months of submission	100%	52.8%	<b>What Occurred:</b> The target was not met. <b>Data Source:</b> Division of Criminal Investigation
3. Percent of business entity background investigations (Class D) completed within established deadlines	100%	100%	<b>What Occurred:</b> The target was achieved. <b>Data Source:</b> Division of Criminal Investigation

### FY2014 Agency Performance Plan Results

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
<b>Core Function:</b> 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	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Commissioner's Office
<b>Service, Product or Activity:</b> Intelligence Information, Collection and Dissemination			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number officers completing the DPS Criminal Intelligence Course which is required for LEIN Membership	40	49	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Division of Intelligence & Fusion Center
2. Requests for intelligence information fulfilled	12,000	11,918	<b>What Occurred:</b> The requests from outside sources diminished from last year.  <b>Data Source:</b> Division of Intelligence & Fusion Center
3. Number of intelligence briefings for high level executives	15	17	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Division of Intelligence & Fusion Center
<b>Service, Product or Activity:</b> 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	100%	94%	<b>What Occurred:</b> Some jurisdictions failed to report UCR data as mandated.

			<b>Data Source:</b> Program Services Bureau, Administrative Services Division
<b>Service, Product or Activity:</b> Provide Vital Information to Non-Law Enforcement Customers			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of A.M.B.E.R. Alert broadcasts completed within 60 minutes of receipt required information	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Iowa State Patrol Communications
2. Percent of non-law enforcement requests for criminal history information processed within 2 working days	100%	86%	<b>What Occurred:</b> Our performance improved from 75% in FY2013 to 86% in this fiscal year.  <b>Data Source:</b> Division of Criminal Investigation
<b>Service, Product or Activity:</b> Records and Identification – Establish and Maintain Criminal Histories and Fingerprint Databases			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of fingerprints entered within 2 working days of receipt in the identification section	100%	64%	<b>What Occurred:</b> A significant increase in workload and a decline in personnel assigned to the AFIS unit has resulted in this decline in performance.  <b>Data Source:</b> Division of Criminal Investigation
<b>Service, Product or Activity:</b> Provide Statewide Law Enforcement Communications Services			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of radio network availability statewide	100%	98%	<b>What Occurred:</b> Equipment failed to provide coverage as needed.  <b>Data Source:</b> Iowa State Patrol Communications

<b>Service, Product or Activity:</b> Sex Offender Registry – Maintain Accurate Records of Sex Offenders who are Required to Register			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1.</b> Percent of records validated within three months of initial entry	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Division of Criminal Investigation
<b>2.</b> Percent of existing records re-validated within 12 months of previous validation	100%	94%	<b>What Occurred:</b> The target was not met.  <b>Source:</b> Division of Criminal Investigation
<b>3.</b> Percent of total Iowa sex offender registrants whose whereabouts are unknown	0%	1%	<b>What Occurred:</b> Our performance continues to improve.  <b>Data Source:</b> Division of Criminal Investigation

### FY2014 Agency Performance Plan Results

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
<b>Core Function:</b> Education and Training			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of personnel receiving annual ethics training	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Professional Development Bureau
2. Percent of managers receiving management development and/or leadership training	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Professional Development 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	1,500	1,181	<b>What Occurred:</b> The target was not met.  <b>Data Source:</b> Fire Service Training Bureau, State Fire Marshal
<b>Service, Product or Activity:</b> National Fire Incident Reporting System			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percentage of fire departments reporting	100%	76%	<b>What Occurred:</b> Our performance has improved.  <b>Data Source:</b> Fire Service Training Bureau, State Fire Marshal

<b>Service, Product or Activity:</b> Provide Safety Education Programs to Students and Members of the Public			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of educational programs provided related to traffic safety and public safety	3,900	5,494	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Iowa State Patrol
<b>Service, Product or Activity:</b> Intelligence Training			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of students completing DPS intelligence course	40	49	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Division of Intelligence & Fusion Center
2. Percent of Fusion center staff receiving annual privacy training	100%	50%	<b>What Occurred:</b> The target was not met.  <b>Data Source:</b> Division of Intelligence & Fusion Center

### FY2014 Agency Performance Plan Results

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.			
<b>Core Function:</b> Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of audit exceptions contained in annual audit report	0	0	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Finance Bureau, Administrative Services Division
2. Percent of time IOWA System switch is available	100%	99.8%	<b>What Occurred:</b> We have made excellent progress toward target.  <b>Data Source:</b> Technology Services Bureau, Administrative Services Division
<b>Service, Product or Activity:</b> CALEA Accreditation			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of required Commission on Accreditation for Law Enforcement Agencies (CALEA) standards met for highest level of accreditation	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Professional Standards Bureau
<b>Service, Product or Activity:</b> Pension Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Pension Services: Number of audit exceptions contained in annual audit report)	0	0	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Peace Officer Retirement, Administrative Services Division

<b>Service, Product or Activity:</b> Provide Training Services to DPS Personnel			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of officers receiving mandatory law enforcement training each calendar year	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Professional Development Bureau
2. Percent of DPS IOWA System users completing required IOWA/NCIC certification testing within required time frames	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Technology Services Bureau, Administrative Services Division
<b>Service, Product or Activity:</b> Provide Statewide Law Enforcement Computer Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of agencies audited as required by the FBI	100%	100%	<b>What Occurred:</b> The target was achieved.  <b>Data Source:</b> Technology Services Bureau, Administrative Services Division
2. IOWA system messages transmitted to/from law enforcement agency/officer annually	69,000,000	76,542,379	<b>What Occurred:</b> The target was exceeded.  <b>Data Source:</b> Technology Services Bureau, Administrative Services Division