Iowa Department of Public Safety

Agency Performance Plan

FY 2004

Submitted in Conformance with the

Accountable Government Act

Kevin W. Techau, Commissioner

August, 2003AGENCY PERFORMANCE PLAN

**FY 2004**

**7/24/03**

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| **Name of Agency: Department of Public Safety** | | | |
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| **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.** | | | |
| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Enforcement & Investigation** |  |  | 1. Reduce the illicit supply of controlled substances.  2. Reduce/contribute to the suppression of criminal activity.  3. Contribute to Iowa’s ability to detect, prepare for, prevent, respond to and recover from terrorist attacks.  4. Reduce preventable deaths and injuries, focusing on hazards of traffic, fire and crime. |
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| Desired Outcome(s): Provide thorough and accurate investigations and enforcement actions to the law enforcement community so that the integrity and credibility of the judicial system and the safety of the public will be enhanced and maintained. | 1. Traffic Fatalities per 100 Million Vehicle Miles Traveled (moving average - 3 yrs) | 1.6 |  |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1. Iowa State Patrol** |  |  |  |

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| A. Traffic enforcement, investigation and interdiction | # of citations issued  # of narcotics arrest by Iowa State Patrol  # of positive criminal interdictions by Iowa State Patrol  % of Iowa drivers and front seat passengers using seat belts (annual DOT survey) | baseline to be established  baseline to be established  baseline to be established  83% | 1. Targeted roadway enforcement and special cooperative enforcement programs.  2.Collaborative work environment  3. Support of tactical team units for clandestine lab entries.  4. Adequate resources and funding for personnel, training and equipment. |

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| **2. Fire Marshal’s Office** |  |  |  |
| A. Provide direction and assistance to law enforcement and fire departments in the determination of fire causation. | % of cases involving fires of suspicious or unknown origin in which the cause is identified | 50% | 1. Obtain the required resources to adequately perform the job.  2. Provide instruction to staff as needed. |
| B. Provide direction and assistance to law enforcement with the investigation of explosive type incidents. | 1. Number of criminal cases involving explosives and incendiary devices processed  2. % of criminal cases involving explosives and incendiary devices that are cleared | baseline to be established  baseline to be established | 1. Provide instruction to staff as needed. |
| **3. Narcotics enforcement, investigation & Awareness** | 1. Number of cases investigated  2. Number of arrests?  3. Number cash and narcotic seizures.  4. Number of identification, awareness & education programs delivered to emergency responders | baseline to be established  baseline to be established  baseline to be established  baseline to be established | 1. Continue collaborative work environment with local, state and federal agencies.  2. Obtain adequate resources and funding for personnel, training and equipment. |

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| **Name of Agency: Department of Public Safety – Administrative Services Division** | | | |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **4. Criminal Investigation Operation/Administration** | 1. Request for assistance from local jurisdictions (Calls for service)  2. Percent of cases successfully processed.  3. Median time for initial response to calls for service | baseline to be established    baseline to be established  baseline to be established | 1. Continue collaborative work environment with local, state and federal agencies. (liaison efforts)  2. Have adequate DCI personnel to respond to requests for assistance and service.  3. Obtain adequate resources and funding for personnel, training and equipment.  4. Coordinate with the department Training Bureau for training opportunities within the division and the department. |
| 5. Criminalistics Laboratory Services | 1. Average Lab-wide turn-around time on cases closed (days). | 45 | 1. Acquire adequate funding level to permit 30 day turn-around  2. Acquiring training necessary to develop expertise in forensic disciplines and testimony.  3. Continue to provide training to law enforcement agencies that will help the Lab to better process evidence.  4. Query the court system before working cases, to determine if cases still need to be worked.  5. Collaborate with investigators and the court system to reduce the number of examinations needed.  6. Collaborate with law enforcement agencies, with respect to gathering or submitting inputs for the databases.  7. Maintain ASCLD/LAB Accreditation status |

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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
|  |  |  | 8. Achieve ASCLD/LAB Accreditation Status for the Crime Scene Discipline.  9. Continue with a training program to develop more crime scene expertise in the lab. |
| **6. Safety and Enforcement Programs** | 1. Number of traffic safety contracts administered. | **250** | 1. Support local and state law enforcement agencies by supplying funds for enforcement operations and equipment. |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Regulation and Compliance** |  |  | #2. Reduce preventable deaths and injuries, focusing on hazards of traffic, fire and crime.  #3. Reduce/Contribute to the suppression of criminal activity. |
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| Desired Outcome(s): Provide regulatory and compliance services that protect the general public so that they can be confident in the integrity and safety of the services provided by targeted persons and industries. | Property loss from fires in regulated facilities  Fire death rate in inspected facilities (per 100,000 occupants)  Incidents of major corruption, fraudulent practices and organized crime activity in the gaming industry | Baseline to be established  Baseline to be established  0 |  |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1. Program Services** | | | |
| A. Regulate the private investigative, private security, bail enforcement industries | % identification cards issued within required 14 days. | 98% | 1. Open mail promptly  2. Return applications that are not submitted timely.  3. Work with agencies to improve submissions |
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| B. Disseminate weapon permit and weapon law information. | % of inquiries responded to within 2 business days. | 95% | 1. E-mail is read each business day  2. Questions requiring research will be acknowledged within 2 business days. |

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| **Activities, Services, Products** | **Performance Measures** | | **Performance Target(s)** | | **Strategies/Recommended Actions** | |
| **2. Maintain and enforce the state building code and fire marshal rules and standards to which they refer through plan reviews.** | Median turnaround time (expressed in calendar days) of plans after complete submission  Percent of plan reviews completed within 60 calendar days of complete submission | 45  100% | | 1. Encourage use of preliminary consultations  2. Log in plans as received  3. Assign plans to reviewers by category and date  4. Conduct reviews and return results to submitting firms  5. Develop closer relationship with building officials and inspectors | |
|  | | | | | | |
| **3. Conduct fire safety inspections for all facilities requiring inspection under state and/or federal statute.** | Percent of health care facility inspection reports returned to facilities within ten calendar days  Percent of required school and college fire inspections completed biennially | 95%  Baseline to be established | | 1. Establish paperless report filing system  2. Determine current level of inspection  3. Adjust schedules and workloads accordingly  4. Increase staffing levels to accomplish jobs | |
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| **4. Ensure integrity of and confidence in the state regulated legal gaming industry including casino gaming, pari-mutuel gaming and lottery**. | Percent of required slot machine audits completed annually  Percent of gaming and lottery licensees on whom background investigations are conducted | | 100%  100% | | 1. Schedule audits on a quarterly basis  2. Review completed audits quarterly  3. Resolve any detected problems  1. Conduct computer checks (criminal history, sex offender file, wanted persons, protective orders, etc.)  2. Submit fingerprints to DCI and FBI for criminal history  3. Conduct interviews  4. Check for any criminal intelligence | |

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| **Activities, Services, Products** | **Performance Measures** | | **Performance Target(s)** | | **Strategies/Recommended Actions** | |
| **5. Sex Offender Registry** |  |  | |  | |
| Maintain accurate records of sex offenders who are required to register | Percent of records validated in accordance with FBI/NCIC policy on a monthly basis | 100% | | 1. Conduct secondary review on initial entry  2. Validate all records annually on a monthly schedule  3. Update records | |
|  | | | | | | |
| Conduct timely risk assessments of registered sex offenders | Percent of registrants on whom risk assessments have been completed | 40% | | 1. Follow up with Dept. of Corrections and Dept. of Human Services to ensure risk assessments are submitted  2. Conduct risk assessments (DCI investigations) | |
|  | | | | | | |
| Provide affirmative public notification on at-risk sex offenders | Percent of affirmative public notifications (APN) completed within six months of offender being determined at-risk | 100% | | 1. Post confirmed at-risk offenders to DPS website  2. Send APN packets to local law enforcement agencies | |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Research, Analysis & Information Management** |  |  | #1. Reduce the illicit supply of controlled substances.  #3. Reduce/contribute to the suppression of criminal activity.  #4. Contribute to Iowa’s ability to detect, prepare for, prevent, respond to and recover from terrorist attacks. |
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| Desired Outcome(s) Provide accurate and timely information to Public Safety executives, Legislators, law enforcement partners and citizens so they can make better decisions and perform in a more efficient manner. | % of total Iowa sworn officers employed by agencies with RISS access connected to LEIN Web  % of time state radio network is available for voice communication | Baseline to be Established  95% |  |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |

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| **1. Intelligence information, collection and dissemination** | % time of analysts entering data  % of public agencies receiving intelligence that find information useful (survey)  % of public agencies rating intelligence services provided as “useful”.  # officers completing LEIN School  # of intelligence briefings to DPS Command Staff | baseline to be established  51%  51%  40  4 | Increase data entry staff  Evaluate number of LEIN Schools held per year. Encourage additional agencies to connect to LEIN Web. |

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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **2. Collect, Analyze and Report Uniform Crime data** | % of mandated agencies reporting data to the Department of Public Safety | 85% | 1. Demonstrate the benefits of reporting to those agencies currently not reporting crime statistics.  2. Develop a data quality audit assessment program  3. Develop and implement a 6-month data review to be sent to contributors in August  4. Follow-up on unanswered data deficiency notices  5. Develop and implement a 2 part follow-up plan for murder review so that the process can begin earlier  6. Better coordinate final review and approval phase to speed up the release |
| **3. Provide statewide law enforcement communications services** | % time radio network available for voice communication | 95% | Fill & maintain all open communications positions and assess future needs.  Properly staff and train technicians to support new and changing technologies  Train and maintain certification of communications specialists in the use of 911, IOWA/NCIC System, voice communications systems and other resources acquired to accomplish mission |

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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **4. Provide vital information to non-law enforcement customers** | % of Amber Alert broadcasts completed within 60 minutes of receipt required information | 90% | Develop and conduct periodic Amber Alert system tests.  Further evaluate winter road condition report system to better provide telephonic and Internet access to the media and general public throughout the region. |
| **5. Records and Identification – Establish and maintain criminal histories and finger print databases.** | % non criminal justice requests filled within 2 working days  % of fingerprints entered within 2 working days of receipt in the identification section | 95%  95% | Utilize the staff and programs available  Assess current and future equipment and personnel requirements |

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| **CF: Education and Training** |  |  | #2. Reduce preventable deaths and injuries, focusing on hazards of traffic, fire and crime.  # 4. Contribute to Iowa’s Ability to Detect, Prepare for, Prevent, Protect Against, Respond to, and Recover from Terrorist Attacks |
|  | | | |
| **Desired Outcome(s):**  To provide fire service training, professional certification and technical assistance to the Iowa fire service so they can provide fire protection services to each community in Iowa. | % of fire departments with a certified fire instructor  % of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level. | Baseline to be determined  Baseline to be determined |  |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **Fire Service Training Bureau** |  |  |  |

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| 1. Develop and deliver fire service training programs. | 1. Number of firefighters receiving “live fire training”.  2. Percent of fire departments with one or more fire fighters receiving intermediate or advanced training.  3. Percent of course participants rating course “very satisfactory” or “satisfactory” on course evaluations | 781  baseline to be determined  baseline to be determined |  |

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| 2. Provide professional fire service certification program. | 1. Number of certified “Firefighter I” firefighters.  2. Certification test “pass” rate (based on valid and reliable test banks and skill exams). | 1,270  80% |  |
| 3. Serve as point of contact for federal fire programs. | Number National Fire Academy “direct” and “regional” deliveries.  Number of students receiving National Fire Academy training. | 7  158 |  |

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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 4. Provide research, technical assistance, and support | Percentage (%) of Iowa fire departments that received assistance from FSTB which resulted in the receipt of a federal grant (FEMA/USFA Assistance to Firefighters Grant Program) | baseline to be determined | Evaluate and adjust frequency as necessary |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Resource Management** |  |  | #1 Reduce the illicit supply of controlled substances.  #3 Reduce/contribute to suppression of criminal activity.  #4 Contribute to Iowa’s ability to detect, prepare for, prevent, respond to and recover from terrorist attacks.  #5 Continue to support development of excellence in the workforce. |
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| **Desired Outcome(s):**  To provide appropriate management and stewardship for the Department of Public Safety protecting the public’s trust in the use of public resources. | # of audit exceptions contained in annual audit report. | 2 |  |
|  |  |  |  |
| Provide technology management and support to the criminal justice community in order to assist them in upholding the laws and constitutions of the United States and the State of Iowa. | # of messages hitting the IOWA System switch.  % of time IOWA System switch is available. | 36,000,000  99.9% |  |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1. Management & Stewardship** |  |  |  |
| A. Provide budget and accounting services for the Department of Public Safety. | % of claims in substantial compliance with Revenue & Finance policies and procedures. | 99.5% | 1. Maintain strict adherence to guidelines utilizing a diligent pre-audit function. |

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| B. Provide human resource services for the Department of Public Safety. | % of evaluations that are current  % of payroll that is without error | 75%  99% | 1. Send monthly tickler files for evaluations due in the ensuing month.  2. Check all payroll against the preliminary final payroll document. |
| C. Provide pension services for active and retired members of the Peace Officer’s Retirement System. | # consultations with prospective retirees  # benefit checks written | Baseline to be determined in FY04  5,600 |  |
| D. Provide direction and coordination through the Commissioner’s Office and divisional administration. | % of complaints investigated  % of complainants responded to | 100%  100% |  |
| **2. Fleet Services & Supply** |  |  |  |
| A. Manage the Department’s fleet of vehicles through preparation, maintenance, repair and strip down. | # vehicles issued  # vehicles serviced | 130  250 | 1. Vehicles arrive in a steady stream enabling a managed approach to issuance and maintenance. |
| B. Provide for the procurement, inventory and issuance of supplies for the State Patrol and to assist other divisions with the same. | % of routine orders filled within 24 hrs | Baseline to be determined in FY04 | 1. Maintain an inventory of basic supplies that will provide for “just in time” delivery of orders. |
| **3. Plans, Research & Training** |  |  |  |
| A. Provide training to DPS personnel | % of officers receiving mandatory training each calendar year | 99% | 1. Provide mandatory training through in-service, training bulletins, and specialty schools for incumbent officers  2. Provide a basic training academy to all new peace officer candidates. |

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| B. Provide grant management to all divisions of the department. | % of grant applications approved/funded  $ of additional grant/gift revenue generated | Baseline to be determined in FY04  $500,000 | 1. Research, review, consult, and submit grants for the Department.  2. Actively participate, and maintain alignment with all State policies pertaining to grants. |
| C. Annually review departmental and divisional policy manuals | % of departmental and divisional rules reviewed. | 95% | 1. Develop policy manuals as requested.  2. Ensure that all divisional, departmental, and specialty manuals are annually reviewed and in alignment |
| **4. Technology Services** |  |  |  |
| A. Provide certification training of Iowa System users. | Number of users trained | 1,500 | 1. Update class syllabus  2. Publish a bi-monthly newsletter. |
| B. Provide the support services to Iowa System users. | % validations completed within allotted time.  % of agencies audited during 3 yr cycle. | 100%  33% | 1. Terminal Agency Coordinator (TAC) – conduct training as needed. |
| C. Provide network services to Public Safety personnel. | CPU usage – file/print server availability | Establish a baseline in FY04. | 1. Investigate the availability of and possibly obtain software to measure server utilization. |