

Iowa Department of Public Safety
Agency Performance Plan
FY 2007

Submitted in Conformance with the
Accountable Government Act

Kevin W. Techau, Commissioner
July, 2006

**AGENCY PERFORMANCE PLAN
FY 2006**

Name of Agency: Department of Public Safety			
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			<ol style="list-style-type: none"> 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.
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.	<ol style="list-style-type: none"> 1. Traffic Fatalities per 100 Million Vehicle Miles Traveled (moving average - 3 yrs) 2. Percent of major criminal investigations resolved from all Divisions. (including Vehicle Theft and felony narcotics cases by ISP). 	<p style="text-align: right;">1.6</p> <p style="text-align: right;">75%</p>	<ol style="list-style-type: none"> 5. Have adequate personnel to respond to requests for assistance and service.

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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Iowa State Patrol			
Traffic enforcement, investigation and interdiction	1. Number of enforcement contacts	380,000	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.
	2. Number of narcotics arrests by the Iowa State Patrol	1143	
	3. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT survey)	86%	
	4. Number of motorists assisted	16,000	
	5. Rate of alcohol-related fatalities per 100 million vehicle miles traveled.	0.5	
	6. Rate of traffic crashes resulting in serious injury per 100 million vehicle miles traveled	13.0	

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2. Fire and Explosives Investigations			
Provide direction and assistance to law enforcement and fire departments in the determination of fire causation and with the investigation of arson and explosive incidents.	<ol style="list-style-type: none"> 1. Percent of cases involving fires of suspicious or unknown origin in which the cause is identified 2. Percent of criminal cases involving fire, explosives and incendiary devices which are resolved. 	<p style="text-align: right;">50%</p> <p style="text-align: right;">50%</p>	<ol style="list-style-type: none"> 1. Obtain the required resources to adequately perform the job. 2. Provide instruction to staff as needed. 3. Provide specialized training in arson and explosives investigation to local law enforcement and fire personnel
3. Narcotics enforcement, investigation & Awareness	<ol style="list-style-type: none"> 1. Percent of drug investigations resolved. 2. Number of identification, awareness and education programs delivered. 3. Number of responses to clandestine methamphetamine laboratories 	<p style="text-align: right;">75%</p> <p style="text-align: right;">70</p> <p style="text-align: center;">Baseline to be established (although there is substantial historical data, the passage of SF 169 is expected to significantly impact this measure)</p>	<ol style="list-style-type: none"> 1. Continue collaborative work environment with local, state and federal agencies. 2. Obtain adequate resources and funding for personnel, training and equipment.
4. Criminal Investigation	<ol style="list-style-type: none"> 1. Percent of major investigations resolved. 2. Percent of all incidents of known major corruption, fraudulent practices and organized criminal activity investigated 	<p style="text-align: right;">75%</p> <p style="text-align: right;">100%</p>	<ol style="list-style-type: none"> 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.

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5. Criminalistics Laboratory Services	1. Average Lab-wide turn-around time on cases closed (days).	45	<ol style="list-style-type: none"> 1. Acquire adequate funding level for new positions and equipment to achieve 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 8. Continue with a training program to increase more crime scene expertise in the lab.
6. Highway Safety Programming	1. Number of traffic safety contracts administered.	310	<ol style="list-style-type: none"> 1. Support local and state agencies by supplying funds for enforcement, equipment, engineering and education.

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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.
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.	Fire death rate in inspected facilities (per 100,000 occupants)	0	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Program Services			
A. Regulate the private investigative, private security, bail enforcement industries	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of PI/PS/Bail Enforcement ID revocation	2900 60 3 3	1. Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) .2. Work with agencies to improve screening prior to submissions 3. Deny or revoke disqualified persons
B. Disseminate weapon permit and weapon law information.	# of responses to inquiries % of inquiries responded to within 2 business days. Days required to process nonresident and state employee professional weapon permits	200 95% 5	1. E-mail is read each business day 2. Questions requiring research will be acknowledged within 2 business days.

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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	50	<ol style="list-style-type: none"> 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
	Percent of plan reviews completed within 60 calendar days of complete submission	100%	
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	95%	<ol style="list-style-type: none"> 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
	Percent of required school and college fire inspections completed biennially	50%	

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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.
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 requests for public information that are processed within 1 working day.	95%	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Intelligence information, collection and dissemination	% of law enforcement agencies with access to LEIN Web	50%	Implement recommendations advanced in the National Criminal Intelligence Sharing Plan --- Implementation of Fusion Center
	% of law enforcement agencies using DPS Intelligence Bureau services, rating intelligence services provided as "useful".	51%	Increase data entry and analytical staff
	# officers completing LEIN School	40	Evaluate number of LEIN Schools held per year. Encourage additional agencies to connect to LEIN Web.
	% of Iowa first responder agencies with access to the Fusion Center's information system	75%	Increase awareness among first responder agencies as to availability of important information via RISS ATIX and local communications centers.

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2. Collect, Analyze and Report Uniform Crime data	% of Iowa population in jurisdictions reporting UCR Data	95%	<ol style="list-style-type: none"> 1. Demonstrate the benefits of reporting to those agencies currently not reporting crime statistics. 2. Develop criteria and implement a data quality audit assessment program 3. Follow-up on unanswered data deficiency notices 4. Develop and implement a 2 part follow-up plan for murder review so that the process can begin earlier 5. Better coordinate final review and approval phase to speed up the release 6. Monitor and evaluate recommendations of National Criminal Intelligence Sharing Plan related to the Law Enforcement National Data Exchange for possible implementation.
	% of mandated agencies reporting data to the Department of Public Safety	87%	
3. Provide statewide law enforcement communications services	% time radio network available for voice communication	97%	<p>Fill & maintain all open communications positions and assess future needs.</p> <p>Properly staff and train technicians to support new and changing technologies</p> <p>Train and maintain certification of communications specialists in the use of 911, IOWA/NCIC System, voice communications systems and other resources required to accomplish mission</p>

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4. Provide vital information to non-law enforcement customers	% of Amber Alert broadcasts completed within 60 minutes of receipt required information	95%	Develop and conduct 2 Amber Alert system tests per year.
	# of media outlets receiving press releases electronically.	Baseline to be determined	New E-Mail Notification Service implemented during this period for delivery of press releases. Electronic and hard copy notifications will be made with media outlets regarding service. Intent is to make this the sole mechanism for delivery of press releases and other information related to public safety. Develop and implement procedures to capture information.
	% of attempts to access road conditions Web site which were successful	Baseline to be determined	
	# of individuals enrolled in SOR e-mail notification service	Baseline to be determined	

5. Records and Identification – Establish and maintain criminal histories and finger print databases.	% non criminal justice requests for criminal history records filled within 2 working days	75%	Utilize the staff and programs available
	% of law enforcement requests for criminal history records replied to within 3 seconds.	95%	Assess current and future equipment and personnel requirements
	% of fingerprints entered within 2 working days of receipt in the identification section.	95%	Support and inform law enforcement agencies of vital information.
	% of counties where case and disposition records are audited annually against DCI records.	33%	Review and evaluate original arrest/disposition information with the DCI computerized criminal history files.
	Percent of accurate submission and identification of fingerprints (AFIS)	100%	
	Percent of information provided to requesting person/agency from AFIS which are accurate	100%	
	Percent of request for assistance regarding missing persons acted upon within 24 hours	100%	
6. Maintain accurate records of sex offenders who are required to register	% of records validated with in three months of initial entry.	100%	1. Conduct secondary review on initial entry 2. Validate all records annually on a monthly schedule 3. Update records
	% of existing records re-validated with in 12 months of previous validation.	baseline to be established	

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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.	25% 50%	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Fire Service Training Bureau			
1. Develop and deliver fire service training programs.	1. Number of firefighters receiving "live fire training". 2. Mean rating of courses by course participants (5 point scale)	1,000 4 ("Satisfactory")	
2. Provide professional fire service certification program.	1. Number of certified "Fire Fighter I" and "Fire Fighter II" firefighters. 2. Certification test "pass" rate (based on valid and reliable test banks and skill exams).	1,600 80%	

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3. Serve as point of contact for federal fire programs.	Number National Fire Academy “direct” and “regional” deliveries.	8	
	Number of students receiving National Fire Academy training.	180	
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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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.
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 time IOWA System switch is available.	99.9%	
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	75%	1. Send monthly tickler files for evaluations due in the ensuing month.
C. Provide pension services for active and retired members of the Peace Officer's Retirement System.	% benefit checks written without error	99%	
D. Provide direction and coordination through the Commissioner's Office and divisional administration.	% of complaints investigated % of known 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	150	1. Vehicles prepared in a timely manner.
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	90%	1. Maintain an inventory of basic supplies that will provide for "just in time" delivery of orders.
3. Plans, Research & Training			
A. Provide training services 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 for recruitment and a basic training academy for all peace officer candidates.

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B. Annually review departmental policies.	% of departmental policies reviewed.	95%	1. Develop policy manuals as requested. 2. Ensure that all departmental and specialty manuals are annually reviewed and in alignment
4. Technology Services			
A. Provide statewide law enforcement computer service, including providing certification training and support services to Iowa System users.	% validations completed within allotted time.	100%	1. Terminal Agency Coordinator (TAC) – conduct training as needed.
	% of agencies audited as required by the FBI.	100%	
	% of NCIC 2000 system requirements complied with	100%	
	Number of IOWA System users trained and/or certified	1500	
	IOWA system messages transmitted to/from law enforcement agency/officer	56,000,000	
B. Provide network services to Public Safety personnel.	Average number of days to fix end-user computer problems	4	1. Investigate the availability of and possibly obtain software to measure server utilization.