

Iowa Department of Public Safety

Agency Performance Plan

FY 2009

Submitted in Conformance with the Accountable Government Act

Eugene T. Meyer, Commissioner June, 2008

Name of Agency: Department of	f Public Safety		
Agency Mission: Provide public that facilitate economic growth.	e safety and criminal justice services that allow	people in Iowa to enjoy a high qua	lity of life in safe communities and
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.
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	Traffic Fatalities per 100 Million Vehicle Miles Traveled (moving average - 3 yrs) Percent of major criminal investigations resolved from all Divisions. (including Vehicle Theft and felony narcotics cases by ISP).	75%	5. Have adequate personnel to respond to requests for assistance and service.

maintained.

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.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Iowa State Patrol: Traffic	1. Number of enforcement contacts	360,000	Targeted roadway enforcement and
enforcement, investigation and			special cooperative enforcement
interdiction	2. Number of narcotics arrests by the Iowa	1100	programs.
	State Patrol		
	2 D	92	2.Collaborative work environment
	3. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT	92	3. Support of tactical team units for
	survey)		clandestine lab entries.
	Survey)		ciandestine iao entires.
	4. Number of motorists assisted	20,000	4. Adequate resources and funding for
		,	personnel, training and equipment.
	5. Rate of alcohol-related fatalities per 100	0.4	
	million vehicle miles traveled.		
		0.0	
	6. Rate of traffic crashes resulting in serious	8.0	
2 E' 1 El	injury per 100 million vehicle miles traveled	500/	1. Obtain the manifest transcents
2. Fire and Explosives	1. Percent of cases involving fires of	50%	1. Obtain the required resources to
Investigations: Provide	suspicious or unknown origin in which the		adequately perform the job.
direction and assistance to law	cause is identified		2. Provide instruction to staff as
enforcement and fire			needed.
departments in the	2. Percent of criminal cases involving fire,	50%	3. Provide specialized training in arson
determination of fire causation	explosives and incendiary devices which are		and explosives investigation to local
and with the investigation of	resolved.		law enforcement and fire personnel
arson and explosive incidents.			

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

3. Narcotics enforcement, investigation & Awareness 1. Percent of drug investigations resolved. 2. Number of identification, awareness and education programs delivered. 3. Number of responses to clandestine methamphetamine laboratories 4. Major drug trafficking organizations disrupted 5. Pharmaceutical diversion investigations 6. Interdiction investigations (proactive and reactive) 1. Percent of major investigations resolved. 2. Continue collaborative work environment with local, state and federal agencies. 3. Obtain adequate resources and funding for personnel, training and equipment. 4. Criminal Investigation 1. Percent of major investigations resolved. 2. Percent of all incidents of known major corruption, fraudulent practices and organized criminal activity investigated 2. Obtain adequate resources and funding for personnel, training and equipment. 3. Narcotics enforcement, investigations resolved. 7. Major drug trafficking organizations 4. Major drug trafficking organizations 5. Pharmaceutical diversion investigations 6. Interdiction investigations (proactive and reactive) 1. Percent of major investigations resolved. 2. Percent of all incidents of known major corruption, fraudulent practices and organized criminal activity investigated 3. Obtain adequate resources and funding for personnel to respond to requests for assistance and service. 3. Obtain adequate resources and funding for personnel, training and equipment.	that facilitate economic growth.	D	D. C. T. T. T. T.	C4 4 ' /D 1 - 1 A -4'
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criminal activity investigated respond to requests for assistance and service. 3. Obtain adequate resources and funding for personnel, training and			10070	
service. 3. Obtain adequate resources and funding for personnel, training and				
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				equipment.

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. Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
5. Criminalistics Laboratory	1. Average Lab-wide turn-around time on cases	45	1. Acquire adequate funding level for
Services	closed (days).	43	new positions and equipment to achieve
Sei vices	closed (days).		30 day turn-around
	2. Maintaining laboratory accreditation by		2. Monitoring courtroom testimony, as
	meeting applicable ASCLD/LAB criteria in		an evaluation of the effectiveness of ou
	yearly inspections		expert witnesses
	A. Essential Criteria	100%	3. Continue to provide training to law
	B. Important Criteria	75%	enforcement agencies that will help the
	C. Desirable Criteria	50%	Lab to better process evidence.
	C. Destrable Criteria	3070	4. Query the justice system before
	3. Successful completion by analysts of	100%	working cases, to determine if cases
	proficiency testing in all analytical areas the lab	100/0	still need to be worked.
	conducts casework in, and for which approved		5. Collaborate with investigators and
	proficiency samples are available		the court system to reduce the number
	proficiency samples are available		of examinations needed.
	4. Successful completion of at least one	80%	6. Collaborate with law enforcement
	discipline specific training event annually (when	8070	agencies, with respect to gathering or
	available) for each lab analysts, to maintain		submitting inputs for the databases.
	expert status		7. Work toward achieving
	expert status		ASCLD/LAB International (ISO)
			Accreditation status
			8. Continue with a training program to
			increase more crime scene expertise in
			the lab.
			9. Survey users of Lab services, to
			gauge effectiveness and plan for future
			efforts in support of their needs
6. Highway Safety	Number of traffic safety contracts	315	1. Support local and state agencies by
Programming	administered.	313	supplying funds for enforcement,
11081	udilililistorod.		equipment, engineering and education.
			equipment, engineering and education.

Name of Agency: Department of Pu	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 CF: Regulation and Compliance	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s) #2. Reduce preventable deaths and		
Cr. Regulation and Comphanec			injuries, focusing on hazards of traffic,		
			fire and crime.		
			#3. Reduce/Contribute to the		
			suppression of criminal activity.		
Desired Outcome(s): Provide	Fire death rate in inspected facilities	0			
regulatory and compliance services	(per 100,000 occupants)				
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.					
by targeted persons and industries.					
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions		
1. Program Services					
1. Program Services A. Regulate the private investigative,	# ID cards issued.	Performance Target(s) 3000	Conduct criminal record checks on		
1. Program Services A. Regulate the private investigative, private security, bail enforcement	# ID cards issued.	3000	Conduct criminal record checks on employee ID card applicants (both		
1. Program Services A. Regulate the private investigative,			Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission)		
1. Program Services A. Regulate the private investigative, private security, bail enforcement	# ID cards issued.	3000	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions		
1. Program Services A. Regulate the private investigative, private security, bail enforcement	# ID cards issued. # ID card applications denied # ID cards revoked.	3000 55 5	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve		
1. Program Services A. Regulate the private investigative, private security, bail enforcement	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of	3000 55	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions		
1. Program Services A. Regulate the private investigative, private security, bail enforcement	# ID cards issued. # ID card applications denied # ID cards revoked.	3000 55 5	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions		
1. Program Services A. Regulate the private investigative, private security, bail enforcement	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of PI/PS/Bail Enforcement ID	3000 55 5	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions		
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 # of responses to inquiries	3000 55 5 3	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions Deny or revoke disqualified persons E-mail is read each business day Questions requiring research will be		
A. Regulate the private investigative, private security, bail enforcement industries B. Disseminate weapon permit and	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of PI/PS/Bail Enforcement ID revocation # of responses to inquiries % of inquiries responded to within 2	3000 55 5 3	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions Deny or revoke disqualified persons E-mail is read each business day Questions requiring research will be acknowledged within 2 business		
A. Regulate the private investigative, private security, bail enforcement industries B. Disseminate weapon permit and	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of PI/PS/Bail Enforcement ID revocation # of responses to inquiries	3000 55 5 3	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions Deny or revoke disqualified persons E-mail is read each business day Questions requiring research will be		
A. Regulate the private investigative, private security, bail enforcement industries B. Disseminate weapon permit and	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of PI/PS/Bail Enforcement ID revocation # of responses to inquiries % of inquiries responded to within 2 business days.	3000 55 5 3 200 95%	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions Deny or revoke disqualified persons E-mail is read each business day Questions requiring research will be acknowledged within 2 business		
A. Regulate the private investigative, private security, bail enforcement industries B. Disseminate weapon permit and	# ID cards issued. # ID card applications denied # ID cards revoked. Days required to notify licensee of PI/PS/Bail Enforcement ID revocation # of responses to inquiries % of inquiries responded to within 2	3000 55 5 3	Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) Work with agencies to improve screening prior to submissions Deny or revoke disqualified persons E-mail is read each business day Questions requiring research will be acknowledged within 2 business		

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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
2. Maintain and enforce the state	Median turnaround time (expressed	40	1. Encourage use of preliminary
building code and fire marshal rules	in calendar days) of plans after		consultations
and standards to which they refer	complete submission		2. Log in plans as received
through plan reviews.			3. Assign plans to reviewers by
	Percent of plan reviews completed	100%	category and date
	within 60 calendar days of complete		4. Conduct reviews and return results to
	submission		submitting firms
			5. Develop closer relationship with
			building officials and inspectors
3. Conduct fire safety inspections for	Percent of health care facility	95%	1. Establish paperless report filing
all facilities requiring inspection	inspection reports returned to		system
under state and/or federal statute.	facilities within ten calendar days		2. Determine current level of inspection
			3. Adjust schedules and workloads
	Percent of required school and	60%	accordingly
	college fire inspections completed		4. Increase staffing levels to accomplish
	biennially		jobs
4. Ensure safety of electrical	Percent of electrical licenses issued	Baseline to be determined	
installations through licensing of	within 10 working days of receipt of		
electricians and electrical inspections	completed application and fee		
	Percent of electrical installations	Baseline to be determined	
	inspected within 3 working days of		
	receipt of request for inspection		

Name of Agency: Department o	f Public Safety		
	c safety and criminal justice services that allow	people in Iowa to enjoy a high qua	lity of life in safe communities and
that facilitate economic growth.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: Research, Analysis &			
Information Management			
Desired Outcome(s) Provide	% of requests for public information that are	95%	
accurate and timely information	processed within 1 working day.	7570	
to Public Safety executives,	Freedom managemy.		
Legislators, law enforcement			
partners and citizens so they can			
make better decisions and			
perform in a more efficient			
manner.			
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Intelligence information,	% of law enforcement agencies with access to	75%	Implement recommendations advanced
collection and dissemination	LEIN Web		in the National Criminal Intelligence
	% of law enforcement agencies using DPS	85%	Sharing Plan
	Intelligence Bureau services, rating	6370	Implementation of Fusion Center
	intelligence services provided as "useful".		implementation of rusion center
	interrigence services provided as aserar .		Increase data entry and analytical staff
	# officers completing LEIN School	70	
			Evaluate number of LEIN Schools
	% of Iowa first responder agencies with access	75%	held per year. Encourage additional
	to the Fusion Center's information system		agencies to connect to LEIN Web.
			Increase awareness among first
			responder agencies as to availability of
			important information via RISS ATIX
			and local communications centers.

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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
2. Collect, Analyze and Report Uniform Crime data	% of Iowa population in jurisdictions reporting UCR Data	95%	1. Demonstrate the benefits of reporting to those agencies currently not reporting crime statistics.
	% of mandated agencies reporting data to the Department of Public Safety	85%	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.
3. Provide statewide law enforcement communications services	% time radio network available for voice communication	97%	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 required to accomplish mission

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Activities, Services, Products

4. Provide vital information to non-law enforcement customers

4. Of Amber Alert broadcasts completed within 60 minutes of receipt required information

4. Of Minutes of receipt required information

4. Of media personnel receiving press releases electronically.

4. Develop and conduct 2 Amber Alert system tests per year.

4. Develop and implement procedures to capture additional information.

5. Records and Identification – Establish and maintain criminal histories and finger print databases.

6. Maintain accurate records of sex offenders who are required

to register

Name of Agency: Department of Public Safety

electronically.		Develop and implement procedures to capture additional information.
# of individuals enrolled in SOR e-mail notification service	1000	
% of fingerprints entered within 2 working days	95%	Utilize the staff and programs
of receipt in the identification section.		available
% of counties where case and disposition records are audited annually against DCI records.	25%	Assess current and future equipment and personnel requirements
records.		Support and inform law enforcement
Percent of accurate submission and	100%	agencies of vital information.
identification of fingerprints (AFIS)		-
Percent of information provided to requesting person/agency from AFIS which are accurate	100%	Review and evaluate original arrest/disposition information with the DCI computerized criminal history files.
Percent of request for assistance regarding		
missing persons acted upon within 24 hours	100%	
% of records validated with in three months of	100%	1. Conduct secondary review on initial
initial entry.		entry
		2. Validate all records annually on a
% of existing records re-validated with in 12	100%	monthly schedule
months of previous validation.		3. Update records

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that facilitate economic growth.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
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):	% of fire departments with a certified fire	35%	
To provide fire service training,	instructor		
professional certification and	0/ 00 1 / 1:1.500/ 00	500/	
technical assistance to the Iowa fire service so they can provide	% of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level.	50%	
fire protection services to each	righters are trained to the fire righter 1 level.		
community in Iowa.			
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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Fire Service Training Bureau			
 Develop and deliver fire 	1. Number of firefighters receiving "live fire	1,000	
service training programs.	training".		
	2. Mean rating of courses by course	4 ("Satisfactor")	
	participants (5 point scale)	("Satisfactory")	
2. Provide professional fire	1. Number of certified "Fire Fighter I" and	1500	
service certification program.	"Fire Fighter II" firefighters.		
		222/	
	2. Certification test "pass" rate (based on valid and reliable test banks and skill exams).	80%	
	and ichable test banks and skill exams).		

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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
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	Number of workshops to prepare fire departments to apply for "Assistance to Fire Fighter Grants"	3	Evaluate and adjust frequency as necessary

that facilitate economic growth.	fety and criminal justice services that allo		
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.
Desired Outcome(s):	# of audit exceptions contained in		<u>a</u>
To provide appropriate management and stewardship for the Department of Public Safety protecting the public's trust in the use of public resources.	annual audit report.		
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.	99.99	%
	D 0 25	D 4 T (1)	
Activities, Services, Products 1. Management & Stewardship	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
A. Provide budget and accounting services for the Department of Public Safety.	% of claims in substantial compliance with State Accounting Enterprise policies and procedures.	99.50	1. Maintain strict adherence to guideline utilizing a diligent pre-audit function.

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Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
B. Provide human resource services for the Department of Public Safety.	% of evaluations that are current	90%	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%	
2. Fleet Services & Supply			
A. Manage the Department's fleet of vehicles through preparation, maintenance, repair and strip down.	# vehicles issued	150	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	7 - 7 -	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		Provide mandatory training through inservice, training bulletins, and specialty schools for incumbent officers Provide for recruitment and a basic training academy for all peace officer candidates.

FY 2009

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