



IOWA DEPARTMENT OF PUBLIC SAFETY

PERFORMANCE REPORT

Performance Results Achieved
for Fiscal Year 2007

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Commissioner

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INTRODUCTION

This is the fourth annual Agency Performance Report completed by the Iowa Department of Public Safety. This report covers state fiscal year 2007, the period from July 1, 2006 through June 30, 2007. 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 the Office of the Commissioner, Iowa Department of Public Safety, State Public Safety Headquarters Building, Des Moines, Iowa 50319. Inquiries may be submitted by telephone at 515-725-6185 or by electronic mail to regassist@dps.state.ia.us.

AGENCY OVERVIEW

Vision: The Iowa Department of Public Safety envisions a future in which Iowa will be a safe and secure place to live, work, and enjoy life.

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.

Guiding Principles:

- Efficiency
- Integrity
- Service
- Professionalism
- Customer Focus
- Long-Range Thinking
- Collaborative Leadership
- Employee Participation
- Data-Based Decisions
- Continuous Improvement
- Results Orientation
- Quality
- Leadership— External And Internal

Core functions of the Department include:

Enforcement and Investigation: This includes many of the activities traditionally associated with law enforcement, such as patrolling the state's highways, investigating major crimes, gaming enforcement, and narcotics enforcement.

Regulation and Compliance: This includes activities which are often described as "regulatory," such as fire prevention inspections, code enforcement, and licensing activities.

Research, Analysis & Information

Management : This includes 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: This includes the Fire Service Training Bureau and the Volunteer Fire Fighter Training and Equipment Fund.

Resource Management: This includes the Department's internal management of its 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.

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 State Fire Marshal, the Bureau of Criminal Investigation, and the Iowa State Patrol formed the core of the Department at that time. At later times, the Department absorbed additional functions.

The Department has five divisions: Administrative Services, Criminal Investigation, Fire Marshal, Narcotics Enforcement, and State Patrol, and the Office of the Commissioner, which includes the Commissioner, the Commissioner's Executive Assistant, the Legislative Liaison, the Agency Rules Administrator, and five bureaus: Intelligence Bureau, Governor's Traffic Safety Bureau, Public Information Bureau, Professional Standards Bureau, and Plans, Research, and Training Bureau

STRATEGIC PLAN RESULTS

Key Strategic Challenges and Opportunities:

The Iowa Department of Public Safety draws on a well-established positive public image and support from Iowans. For example, on three surveys of Iowans conducted over the past 25 years, the Iowa Poll has found that the Iowa State Patrol, in particular, enjoys high esteem among the Iowa public.

The positive public image of the Department draws upon and reflects the basic strengths of the Department and its divisions and its leadership role in law enforcement and the fire service in the State of Iowa. The Iowa State Patrol, working with the Governor's Traffic Safety Bureau, takes the lead in enforcing traffic laws in the state, especially on the state's interstate and primary highways. Iowa State Patrol Communications provides police radio services to federal, state, and local agencies. The Division of Criminal Investigation provides the expertise to investigate major crimes and has responsibility, along with the Iowa Racing and Gaming Commission 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 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 assumes a leadership role in providing training of fire fighters, in maintaining fire suppression capabilities in the state, in provide expertise in investigating arson and incidents involving explosives, and in adoption and enforcement of fire and building codes. The Intelligence Bureau 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 institutions. 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.

Examples of cooperative efforts involving the Department of Public Safety are all the more remarkable because the Department has very little authority to direct the activities of any other agency. Generally, cooperation between state and local law enforcement agencies and between these agencies and federal agencies rests on trust between and among the cooperating agencies.

Major strategic challenges which faced the Department during FY 2007 include the following:

- Interoperability of public safety wireless communications systems has been recognized for several years by those responsible for providing public safety communications as a major strategic challenge for the Iowa Department of Public Safety and the public safety community in Iowa. In Iowa, recognition of the problems caused by a lack of interoperability gained wide recognition during the flood of 1993. Nationally, this recognition has become widely shared since the events of September 11, 2001. The following limitations of public safety communications systems identified in 2003 in a national study apply equally to public safety communications in Iowa:
 - Incompatible and aging communications equipment;
 - Limited and fragmented budget cycles and funding;
 - Limited and fragmented planning and coordination;

- Limited and fragmented radio spectrum and
- Limited equipment standards

Development of a plan to address these issues represents a major strategic opportunity for the Department of Public Safety and the public safety community in Iowa. During FY 2007, 2007 Iowa Acts, House 353 was enacted, establishing the Statewide Interoperable Communications System Board. The Board is charged with developing a comprehensive plan and standards for interoperability of emergency communications systems in Iowa.

- Staffing of peace officer positions within the Department remains a challenge. There were 646 peace officers in the Department in FY 2001; this number declined for several years as the Department was unable to hire new peace officers. During FY 2005, for the first time in three years, the Department was able to operate a training academy for newly-recruited peace officers, and this was followed by additional academy classes which graduated during FY 2006 and FY 2007. There were 632 peace officers employed by the Department at the end of FY 2007, down from 647 at the end of FY 2006, although there also were 38 peace officers candidates participating in a recruit academy as FY '07 concluded. There have been increasing workloads in nearly all areas of departmental responsibility, including a major expansion of gaming enforcement responsibilities. While the overall figures for peace officers in the Department for the past two fiscal years appear quite similar to the figure for FY 2001, this is misleading. The Iowa State Patrol had 452 peace officers at the end of FY 2001. At the end of FY 2007, that division had 377 officers, or 17 percent fewer than six years earlier.
- Two areas affecting the Division of Criminal Investigation Criminalistics Laboratory represent significant strategic challenges for the Department: the workload of cases handled by the Laboratory, particularly the analysis of drug samples and the replacement of aging equipment. Replacement of aging and obsolete equipment has been addressed to some extent by increased appropriations for equipment purchases during FY '06 and FY '07, funded from the criminalistics laboratory equipment surcharge which was enacted by the Iowa General Assembly during its 2005 session. Nevertheless, replacement of aging laboratory equipment remains a significant concern, and the Department has received only about half of the revenue generated by the new surcharge with which to purchase laboratory equipment.
- Criminal activity involving the use of computers and computer-based technologies is a growing area of concern; this area is likely 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 Digital Forensics Unit in the Division of Criminal Investigation began work during FY 2005 and gives priority to child sexual exploitation cases; during FY 2007, this unit had a backlog in excess of 30 days. The unit was formed using existing resources; there had been \$750,000 in federal grant funds available to purchase equipment, training, and supplies, but with no additional state investment. State funds have been appropriated in FY '08 to maintain the unit, whose name also changed to the Cyber Crimes Investigative Unit. An additional federal grant was obtained early in FY '08.
- Some progress has been made in addressing the aging of the Department's vehicle fleet, although many vehicles remain in service past their optimal trade in mileage. All new vehicles obtained for the Iowa State Patrol are flex fuel vehicles.

KEY RESULT

Name: Traffic Fatality Rate

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

Why we are doing this: Traffic crashes are the largest single source of fatalities of persons aged 15 to 24 in Iowa.

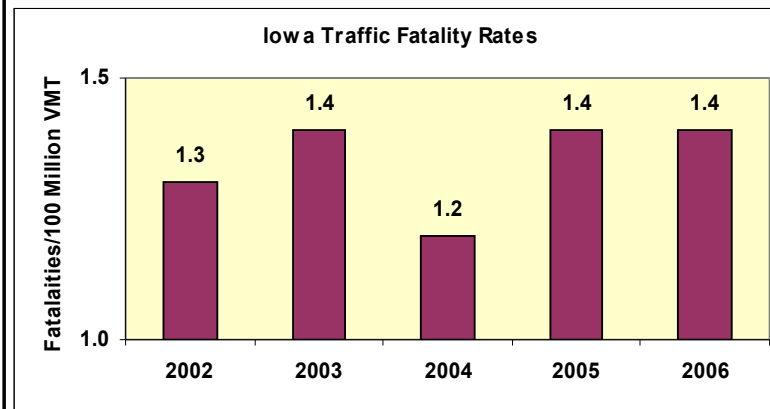
What we're doing to achieve results: The Iowa State Patrol focuses on enforcing speed limits, drunk driving laws, and seat belt use. The Governor's Traffic Safety Bureau also emphasizes these three areas when contracting with local law enforcement agencies for enforcement projects, as well as coordinating concentrated enforcement efforts on selected highway corridors in the state.

Results

Performance Measure:

Traffic fatalities per 100 million vehicle miles traveled

Performance Goal/Target: 1.6



What was achieved: The traffic fatality rate in 2006 of 1.4 per 100 million vehicle miles traveled was lower than the target rate of 1.6.

Data Sources: Iowa Department of Transportation

KEY RESULT

Name: Seat Belt Usage

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

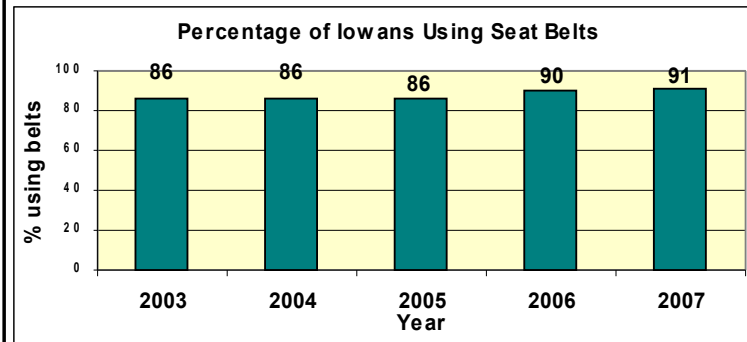
Why we are doing this: Seat belt use has been found to be very effective in protecting occupants of vehicles involved in crashes from death or serious injury.

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. Iowa currently ranks # 8 among the 50 states in the country in seat belt usage.

Results

Performance Measure: Percent of Iowa drivers and front seat passengers using seat belts

Performance Goal/Target: 86%



What was achieved: Iowa exceeded the target of by increasing usage of seat belts by drivers and front seat passengers to 92 percent. Iowa currently ranks # 8 of the 50 states in seat belt usage.

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

KEY RESULT

Name: Purity of Methamphetamine Seized

Description: Average purity of samples of methamphetamine analyzed by the Division of Criminal Investigation Criminalistics Laboratory

Why we are doing this: Methamphetamine trafficking and use has been the dominant illicit drug problem in Iowa for several years.

What we're doing to achieve results: The Division of Narcotics Enforcement and various drug task forces established around Iowa target methamphetamine manufacture, trafficking, and use.

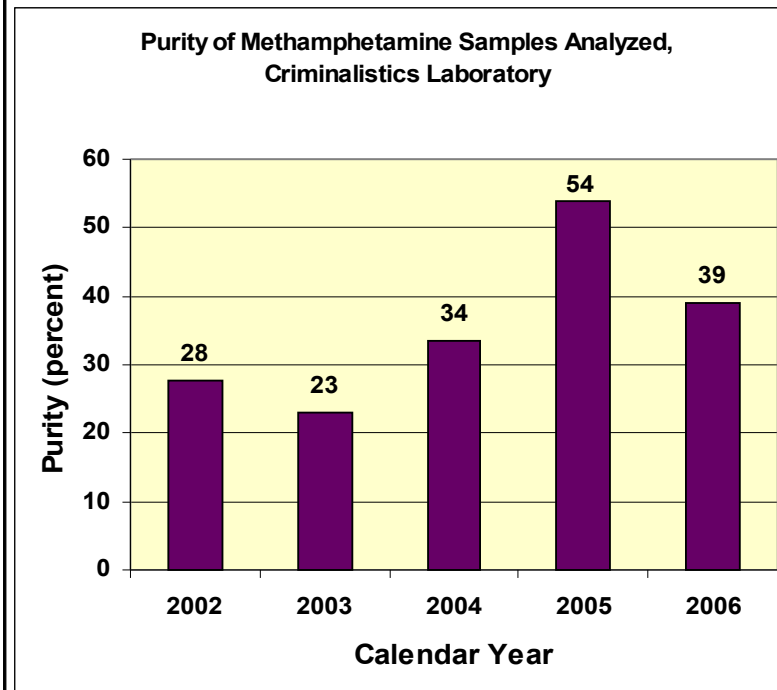
Results

Performance Measure:

Average purity of samples of methamphetamine analyzed by the Division of Criminal Investigation Criminalistics Laboratory

Performance Goal/Target:

No target established.



What was achieved: A trend of recent increases in the purity of methamphetamine samples analyzed was reversed in 2006. The specific reasons for this are unknown. It is known that an increasing share of methamphetamine in the state has been imported from other states and countries, notably Mexico, since the passage of Iowa's pseudoephedrine law in 2005.

Data Sources: DCI Criminalistics Laboratory

KEY RESULT

Name: Fire Fatalities

Description: Number of fire deaths reported in Iowa annually.

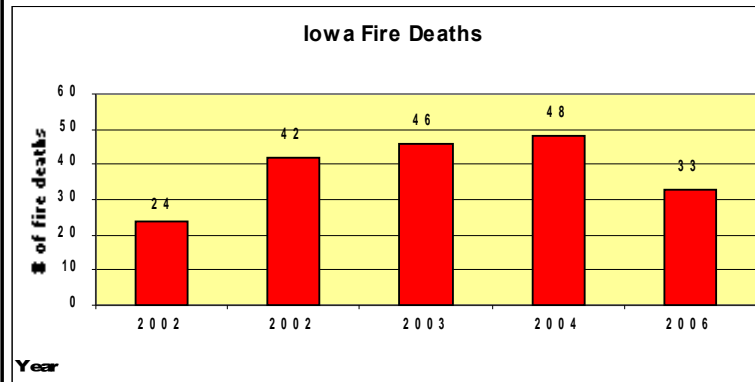
Why we are doing this: Fire safety is a major responsibility of state and local governments in Iowa.

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 state's framework for promoting fire safety and support for local fire fighting efforts.

Results

Performance Measure: Number of Fire Deaths Reported

Performance Goal/Target:
No target established.



What was achieved: A recent trend of rising fire deaths was reversed in 2006. The 2002 figure of 24 deaths was a record low number for Iowa.

Data Sources: Fire Marshal Division

AGENCY PERFORMANCE PLAN RESULTS FY 2007

| Name of Agency: 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: Enforcement & Investigation | | | |
| Performance Measure (Outcome) | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of major criminal investigations resolved from all Divisions | 75 | 71 | What Occurred: The target was not achieved. |
| Service, Product or Activity: Traffic Enforcement, Investigation, and interdiction | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Enforcement contacts | 380,000 | 356,314 | What Occurred: The target was missed by 6 percent. Data source: Iowa State Patrol |
| 2. Narcotics arrests (ISP only) | 1,143 | 1,418 | What Occurred: The target was exceeded by 24 percent. Data source: Iowa State Patrol |
| 3. Percent of Iowa drivers and front seat passengers using seat belts | 86 | 91 | What Occurred: The target was exceeded by 5 percent. Data Source: Governor's Traffic Safety Bureau |
| 4. Number of motorists assisted | 16,000 | 23,077 | What Occurred: The target was exceeded by 44 percent. Data source: Iowa State Patrol |
| 5. Rate of alcohol-related fatalities per 100 million vehicle miles traveled | 0.5 | 0.4 | What Occurred: The target was achieved. Data Source: Iowa Department of Transportation |
| 6. Rate of traffic crashes resulting in serious injuries per 100 million vehicle miles traveled | 13.0 | 8.0 | What Occurred: The target was achieved. Data Source: Iowa Department of Transportation |
| Service, Product or Activity: Fire and Explosives Investigations | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of cases involving fire of suspicious or unknown origin in which the cause is identified | 50 | NA | What Occurred: Data not available. Data Source: Fire Marshal Division |
| 2. Percent of criminal cases involving explosives and incendiary devices which are resolved. | 50 | 27.9 | What Occurred: The target was not achieved. Data Source: Fire Marshal Division |

| Service, Product or Activity: Narcotics Enforcement, Investigation & Awareness | | | |
|--|--------------------|--------------------|--|
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of drug investigations resolved | 75 | 15 | What Occurred: The target was not achieved. Data Source: Division of Narcotics Enforcement |
| 2. Number of identification, awareness and education programs delivered. | 70 | 25 | What Occurred: The target was missed by 64 percent. Data Source: Division of Narcotics Enforcement |
| Service, Product or Activity: Criminal Investigation | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of major investigations resolved. | 75 | 71 | What Occurred: The target was not achieved. Data Source: Division of Criminal Investigation |
| Service, Product or Activity: Criminalistics Laboratory Services | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Average Lab-wide turn-around time on cases closed (days). | 45 | 42.3 | What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory |
| Service, Product or Activity: Highway Safety Programming | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number of traffic safety contracts administered | 310 | 388 | What Occurred: The target was exceeded by 25 percent. Data Source: Governor's Traffic Safety Bureau |

AGENCY PERFORMANCE PLAN RESULTS 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: Regulation and Compliance | | | |
| Performance Measure (Outcome) | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Fire death rate in inspected facilities (per 100,000 occupants) | 0 | 0 | What Occurred: There were no fire deaths in facilities inspected by the Fire Marshal Division. Data Source: Fire Marshal Division |
| Service, Product or Activity: Program Services | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. # ID cards issued | 2,900 | 2,812 | What Occurred: The target was not achieved. Data Source: Program Services Bureau, Iowa Department of Public Safety |
| 2. # ID card applications denied | 60 | 60 | What Occurred: The target was achieved. Data Source: Program Services Bureau, Iowa Department of Public Safety |
| 3. # ID cards revoked | 3 | 9 | What Occurred: The target was exceeded. Data Source: Program Services Bureau, Iowa Department of Public Safety |
| 4. Average days to notify licensee of PI/PS/Bail Enforcement ID revocation | 3 | 3 | What Occurred: The target was achieved. Data Source: Program Services Bureau, Iowa Department of Public Safety |
| 5. # of responses to weapons permit inquiries. | 200 | 232 | What Occurred: The target was exceeded by 16 percent. Data Source: Program Services Bureau, Iowa Department of Public Safety |
| 6. % of weapons permit inquiries responded to within 2 business days | 95 | 96.6 | What Occurred: The target was achieved. Data Source: Program Services Bureau, Iowa Department of Public Safety |
| 7. Average days required to process nonresident and state employee professional weapons permits | 5 | 5 | What Occurred: The target was achieved. Data Source: Program Services Bureau, Iowa Department of Public Safety |

| Service, Product or Activity: Code Enforcement Through Plan Reviews (State Building Code Bureau) | | | |
|---|---------------------------|---------------------------|---|
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Median turnaround time (expressed in calendar days) of plans after complete submission | 50 | 45 | What Occurred: The target was exceeded by 10 percent. Data Source: Building Code Bureau, Fire Marshal Division |
| 2. Percent of plan reviews completed within 60 calendar days of complete submission | 100 | 98 | What Occurred: The target was not achieved. Data Source: Building Code Bureau, Fire Marshal Division |
| Service, Product or Activity: Fire Prevention Inspections | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of health care facility inspection reports returned to facilities within ten calendar days | 95 | 97 | What Occurred: The target was achieved. Data Source: Fire Prevention Bureau, Fire Marshal Division |
| 2. Percent of required school and college fire inspections completed biennially | 50 | 65 | What Occurred: The target was exceeded by 30 percent. Data Source: Fire Prevention Bureau, Fire Marshal Division |

AGENCY PERFORMANCE PLAN RESULTS 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: Research, Analysis & Information Management | | | |
| Performance Measure (Outcome) | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of requests for public information that are processed within 1 working day | 90 | 93 | What Occurred: The target was achieved. Data Source: Public Information Bureau |
| Service, Product or Activity: Intelligence Information, Collection and Dissemination | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of law enforcement agencies with access to LEIN Web | 50 | 100 | What Occurred: The target was exceeded. Data Source: DPS Intelligence Bureau |
| 2. % of law enforcement agencies using Intelligence Bureau services rating intelligence services provided as "useful." | 51 | 97 | What Occurred: The target was exceeded. Data Source: Intelligence Bureau |
| 3. # officers completing LEIN School | 40 | 104 | What Occurred: The target was exceeded by 160 percent. Data Source: Intelligence Bureau |
| 4. % of Iowa first responder agencies with access to Fusion Center Information System | 75 | 30 | What occurred: The target was not achieved; it was missed by 60 percent. Date Source: Intelligence Bureau |
| Service, Product or Activity: Collect, Analyze and Report Uniform Crime Data | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of Iowa population in jurisdictions reporting UCR Data | 95 | 95 | What Occurred: The target was achieved. Data Source: Iowa Uniform Crime Reporting System |
| 2. % of mandated agencies reporting UCR data to the Department of Public Safety | 87 | 86 | What Occurred: The target not achieved, it was missed by 1 percent. Data Source: Iowa Uniform Crime Reporting System |

| Service, Product or Activity: Statewide Law Enforcement Communications Services | | | |
|--|--------------------|--------------------|---|
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % time radio network available for voice communication | 97 | 99 | What Occurred: The target was achieved. Data Source: Iowa State Patrol Communications |
| Service, Product or Activity: Provide Vital Information to Non-Law Enforcement Customers | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of Amber Alert broadcasts completed within 60 minutes of receipt required information | 95 | --- | What Occurred: No Amber Alerts occurred during the period. Data Source: Iowa State Patrol Communications |
| 2. % of media outlets receiving press releases electronically | To be established | NA | What Occurred: Data not available. Data Source: Public Information Bureau |
| 3. % of attempts to access road conditions website that were successful | To be established. | NA | What Occurred: Data not available. Data Source: Public Information Bureau |
| 4. # of individuals enrolled in SOR e-mail notification service | To be established | 137 | What Occurred: Over 100 subscriptions to the e-mail notification system were re corded in its first few months of service. Data Source: Division of Criminal Investigation |
| Service, Product or Activity: Records and Identification | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % non criminal justice requests for criminal history records filled within 2 working days | 75 | NA | What Occurred: Data not available. Data Source: DCI Records and Identification Section |
| 2. % of law enforcement requests for criminal history records replied to within 3 seconds | 95 | NA | What Occurred: Data not available Data Source: DCI Records and Identification Section |
| 3. % of fingerprints entered within 2 working days of receipt in the identification section | 95 | 88.6 | What Occurred: The target was not achieved; it was missed by over 6 percent. Data Source: Division of Criminal Investigation, Iowa Department of Public Safety |
| 4. % of counties where case and disposition records are audited annually against DCI records | 33 | 24.2 | What Occurred: The target was not achieved; it was missed by 27 percent. Data Source: Division of Criminal Investigation, Iowa Department of Public Safety |
| 5. Percent of accurate submission and identification of fingerprints (AFIS) | 100 | 100 | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation, Iowa Department of Public Safety |
| 6. Percent of information provided to requesting person/agency from AFIS which are accurate | 100 | 100 | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation, Iowa Department of Public Safety |
| 7. Percent of requests for assistance regarding missing persons which are acted upon within 24 hours | 100 | 100 | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation, Iowa Department of Public Safety |

| Service, Product or Activity: Sex Offender Registry | | | |
|--|--------------------|--------------------|--|
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of records validated with in three months of initial entry | 100 | 100 | What Occurred: The target was achieved. Data Source: Iowa Sex Offender Registry |
| 2. % of existing records re-validated with in 12 months of previous validation | 100 | 100 | What Occurred: The target was achieved. Data Source: Iowa Sex Offender Registry |

AGENCY PERFORMANCE PLAN RESULTS 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: Education and Training | | | |
| Performance Measure (Outcome) | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of fire departments with a certified fire instructor | 25 | 39 | What Occurred: =The target was exceeded by 56 percent. Data Source: Fire Service Training Bureau |
| 2. % of fire departments in which 50% of fire fighters are trained to the fire fighter 1 level | 50 | 49 | What Occurred: The target was not achieved; it was missed by 2 percent. Data Source: Fire Service Training Bureau |
| Service, Product or Activity: Fire Service Training Programs | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number of firefighters receiving "live fire training" | 1,000 | 1562 | What Occurred: The target was exceeded by 56 percent. Data Source: Fire Service Training Bureau |
| 2. Mean rating of courses by course participants (5 point scale) | 4 | 4 | What Occurred: The target was achieved. Data Source: Fire Service Training Bureau |
| Service, Product or Activity: Professional Fire Service Certification Program | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number of certified "Fire Fighter I" and "Fire Fighter II" firefighters | 1,600 | 1,281 | What Occurred: The target was not achieved; it was missed by 20 percent. Data Source: Fire Service Training Bureau |
| 2. Certification test "pass" rate (based on valid and reliable test banks and skill exams). | 80 | 94 | What Occurred: The target was exceeded by 17 percent. Data Source: Fire Service Training Bureau |
| Service, Product or Activity: Point of Contact for Federal Fire Programs | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number National Fire Academy "direct" and "regional" deliveries | 8 | 6 | What Occurred: The target was not achieved; it was missed by 25 percent. Data Source: Fire Service Training Bureau |
| 2. Number of students receiving National Fire Academy training | 180 | 154 | What Occurred: The target was not achieved; it was missed by 14 percent. Data Source: Fire Service Training Bureau |
| Service, Product or Activity: Research, Technical Assistance, and Support | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. 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) | To be established | 35 | What Occurred: 35 percent Iowa fire departments which received technical assistance from the Fire Service Training Bureau were successful in obtaining federal grants. Data Source: Fire Service Training Bureau |

AGENCY PERFORMANCE PLAN RESULTS 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: Resource Management | | | |
| Performance Measure (Outcome) | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. # of audit exceptions contained in annual audit report. | 2 | 4 | What Occurred: The target was not achieved. Data Source: Finance Bureau, Iowa Department of Public Safety |
| 2. % of time IOWA System switch is available | 99.9 | 100 | What Occurred: The target was achieved. Data Source: Technology Services Bureau, Iowa Department of Public Safety |
| Service, Product or Activity: Management & Stewardship | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of claims in substantial compliance with Revenue & Finance policies and procedures | 99.5 | 100 | What Occurred: The target was achieved. Data Source: Finance Bureau, Iowa Department of Public Safety |
| 2. % of individual performance evaluations that are current | 75 | 76.5 | What Occurred: The target was achieved. Data Source: Finance Bureau, Iowa Department of Public Safety |
| 3. % pension benefit checks written without error | 99 | 99.9 | What Occurred: The target was achieved. Data Source: Finance Bureau, Iowa Department of Public Safety |
| 4. % of complaints against employees investigated | 100 | 100 | What Occurred: The target was achieved. Data Source: Professional Standards Bureau, Iowa Department of Public Safety |
| 5. % of known complainants (against employees) responded to | 100 | 100 | What Occurred: The target was achieved. Data Source: Professional Standards Bureau, Iowa Department of Public Safety |

| Service, Product or Activity: Fleet Services & Supply | | | |
|--|--------------------|--------------------|---|
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. # vehicles issued | 150 | 249 | What Occurred: The target was exceeded by 66 percent. Data Source: Iowa State Patrol |
| 2. % of routine supply orders filled within 24 hours | 90 | 96 | What Occurred: The target was achieved. Data Source: Iowa State Patrol |
| Service, Product or Activity: Plans, Research & Training | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % of officers receiving mandatory training each calendar year | 99 | 100 | What Occurred: The target was achieved. Data Source: Plan, Research, and Training Bureau |
| 2. % of departmental policies reviewed | 95 | 100 | What Occurred: The target was exceeded by 5 percent. Data Source: Plans, Research, and Training Bureau |
| Service, Product or Activity: Technology Services | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. % (IOWA System) validations completed within allotted time | 100 | 100 | What Occurred: The target was achieved. Data Source: Technology Services Bureau |
| 2. % of agencies audited as required by the FBI | 100 | 100 | What Occurred: The target was achieved. Data Source: Technology Services Bureau |
| 3. % of NCIC 2000 requirements complied with | 100 | 100 | What Occurred: The target was achieved. Data Source: Technology Services Bureau |
| 4. Number of IOWA System users trained and/or certified | 1250 | 1,332 | What Occurred: The target was exceeded by 7 percent. Data Source: Technology Services Bureau |
| 5. IOWA System messages transmitted to/from law enforcement agency/officer | 52,200,000 | 56,187,209 | What Occurred: The target was exceeded by 8 percent. Data Source: Technology Services Bureau |
| 6. Average number of days to fix end-user computer problems | 4 | NA | What Occurred: Data not available. Data Source: Technology Services Bureau |

RESOURCE REALLOCATIONS

There were no internal reallocations of funds between departmental appropriations during FY 2007.

AGENCY CONTACTS

Copies of the Iowa Department of Public Safety Agency Performance Report are available on the Department's Web site at www.dps.state.ia.us. Copies of the report can also be obtained by contacting the Office of the Commissioner at 515-725-6182.

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