

OBJECTIVE OUTCOME DEFINITIONS REPORT

84th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Date: 8/20/2015

Time: 2:03:47PM

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 1 Combat Crime and Terrorism
Objective No. 3 Apprehend High Threat Criminals
Outcome No. 1 Annual Texas Index Crime Rate

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 01-03 OC 01

Key Measure: Y **New Measure:** N **Percent Measure:** N

BL 2016 Definition

The total number of index crimes (murder, rape, robbery, aggravated assault, burglary, theft, and motor vehicle theft) divided by the total Texas population. That result is then divided by 100,000 to obtain the crime index rate per 100,000 population.

BL 2016 Data Limitations

The number and accuracy of index crimes is dependent upon the timely reporting of all law enforcement agencies in Texas.

BL 2016 Data Source

Data is submitted to the Texas Uniform Crime Reporting (UCR) Program on a monthly basis. The UCR staff verifies the data, then enters it into the Texas UCR database.

BL 2016 Methodology

The crime index is figured by taking the total number of crimes committed in the above mentioned categories, dividing that number by the total Texas population, and taking that figure and dividing it by 100,000.

BL 2016 Purpose

This Measure is used to gauge fluctuations in the overall volume and rate of crime known by Texas law enforcement agencies.

BL 2017 Definition

The total number of index crimes (murder, rape, robbery, aggravated assault, burglary, theft, and motor vehicle theft) divided by the total Texas population. That result is then divided by 100,000 to obtain the crime index rate per 100,000 population.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 1 Combat Crime and Terrorism

Objective No. 3 Apprehend High Threat Criminals

Outcome No. 2 Number of High Threat Criminals Arrested

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 01-03 OC 02

Key Measure: N **New Measure:** N **Percent Measure:** N

BL 2016 Definition

Total number of High-Threat criminals apprehended.

BL 2016 Data Limitations

This Measure is influenced by the efforts of personnel outside DPS, to include prosecutors and other law enforcement agencies at the Federal, State, and local levels.

BL 2016 Data Source

The Texas Ranger Division's TR-1 reporting system, Criminal Investigation Division's CLERIS reporting system, and Texas Highway Patrol Division's reporting system will be the sources of this data collection.

BL 2016 Methodology

Data obtained from each of the above division's reporting systems will be tabulated into a total number of high threat criminals arrested during the reporting period.

BL 2016 Purpose

Texas communities are kept safe by removing the most dangerous criminals from the streets. DPS elements, including Texas Rangers, Criminal Investigations Division, and Texas Highway Patrol, directly contribute to this outcome by conducting both routine & specialized operations and investigations targeting high-threat criminals. High threat criminal offenders may be involved in serial crimes, organized criminal enterprises, or in single incident crimes. Examples of such crimes might be: serial murderers, rapists, arsonists, robbers, fugitives, and sex offenders.

BL 2017 Definition

Total number of High-Threat criminals apprehended.

BL 2017 Data Limitations

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 3 Enhance Public Safety
Objective No. 1 Improve Highway Safety in Texas
Outcome No. 1 Annual Texas Highway Traffic Death Rate

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 02-01 OC 01

Key Measure: Y **New Measure:** N **Percent Measure:** N

BL 2016 Definition

The ratio of the number of persons killed in motor vehicle highway traffic crashes per one hundred million vehicle miles driven on Texas highways (expressed as a ratio).

BL 2016 Data Limitations

Highway vehicle miles traveled are based upon estimates provided by TxDOT.

BL 2016 Data Source

Highway vehicle miles traveled are estimated by the Texas Department of Transportation (TxDOT) and are based on Automated Traffic Records (ATR). The number of highway traffic fatalities is collected from Peace Officer's Crash Report by Texas Department of Transportation (TxDOT) in accordance with the provisions of the Transportation Code, Chapter 550, Subchapter D, Written Crash Reports.

BL 2016 Methodology

The number of fatalities for a given time period serves as the numerator. The denominator is derived by taking the number of highway vehicles miles travelled and dividing that number by 100,000,000. The numerator is divided by the denominator to yield the number of fatalities per 100,000,000 miles travelled by drivers in Texas.

BL 2016 Purpose

This ratio measures the impact of the law enforcement agencies' efforts and other variables on the general motor vehicle highway traffic crash problem. Reducing death, injury, and economic loss relating to traffic crashes is the primary purpose for which the Texas Highway Patrol (THP) Division exists.

BL 2017 Definition

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BL 2017 Data Limitations

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 3 Enhance Public Safety
Objective No. 1 Improve Highway Safety in Texas
Outcome No. 2 Serious Traffic Crash Rate

Calculation Method: N **Target Attainment:** L **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 02-01 OC 02

Key Measure: N **New Measure:** N **Percent Measure:** N

BL 2016 Definition

A serious crash is defined as a crash that results in a serious injury. The rate relates to the number of serious crashes per 100 million miles traveled.

BL 2016 Data Limitations

Failure of law enforcement agencies to submit crash reports and data provided by TxDOT.

BL 2016 Data Source

The number of serious crashes is collected from Texas Peace Officers' Crash Reports in which the investigating officer has indicated a serious injury occurred as a result of the traffic crash. Highway vehicle miles traveled are estimated by the Texas Department of Transportation (TxDOT) and are based on Automated Traffic Records (ATR).

BL 2016 Methodology

The number of serious crashes for a given time period serves as the numerator. The denominator is derived by taking the number of highway vehicles miles travelled and dividing that number by 100,000,000. The numerator is divided by the denominator to yield the number of serious crashes per 100,000,000 miles travelled by drivers in Texas.

BL 2016 Purpose

Crash data is the primary source for statistics used in evaluating the effectiveness of safety programs, determining the traffic death rate, and obtaining funding to support traffic safety. This data is critical to state and local transportation project planning and prioritization, highway and railroad crossing safety evaluation, supporting federal funding requests, tort claim support, and to the Texas Attorney General for defending DPS and other state agencies.

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BL 2017 Purpose

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Agency Code: 405	Agency: Department of Public Safety
Goal No. 4	Emergency Management
Objective No. 1	Emergency Management
Outcome No. 1	Percentage of Local Governments with Current Emergency Operations Plan

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 405 083-R-S70-1 03-01 OC 01**

Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2016 Definition

Percentage of local governments with current emergency operations plans and annexes.

BL 2016 Data Limitations

While the Texas Division of Emergency Management (TDEM) can offer training courses, provide assistance, and help write local plans, the ultimate decision to prepare and maintain an emergency management plan rests with the local jurisdiction.

BL 2016 Data Source

The preparedness of local governments is rated based on the status of local emergency planning in terms of completeness and currency. TDEM maintains a database of local emergency planning accomplishments, which is updated when new or revised planning documents are submitted to TDEM by local jurisdictions.

BL 2016 Methodology

TDEM receives copies of local emergency planning documents daily, reviews these materials, and provides feedback to the originator. TDEM generates reports of local emergency planning accomplishments monthly and reports results quarterly. The numerator is the number of jurisdictions under a current emergency operations plan. The denominator is the total number of jurisdictions in the state. The numerator is divided by the denominator, and the result is expressed as a percentage.

BL 2016 Purpose

Effective local emergency planning is believed to improve preparedness, facilitate response, and reduce death, injury, and economic loss in Texas due to disasters. Technical reviews of local emergency operations plans allow the division to validate their existence and currency and identify opportunities to enhance emergency management target capabilities in the next strategic planning period.

BL 2017 Definition

Percentage of local governments with current emergency operations plans and annexes.

BL 2017 Data Limitations

While the Texas Division of Emergency Management (TDEM) can offer training courses, provide assistance, and help write local plans, the ultimate decision to prepare and maintain an emergency management plan rests with the local jurisdiction.

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Agency Code: 405	Agency: Department of Public Safety
Goal No. 4	Emergency Management
Objective No. 1	Emergency Management
Outcome No. 2	Number of Local Governments Receiving State Response Assistance

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 03-01 OC 02
Key Measure: N **New Measure:** N **Percent Measure:** N

BL 2016 Definition

The number of jurisdictions receiving state response for emergencies and disasters.

BL 2016 Data Limitations

Emergencies and disasters may be caused by natural hazards, failures of technology, and deliberate acts. The number, type, and frequency of these events vary greatly from year to year and are obviously beyond the control of the Texas Division of Emergency Management (TDEM).

BL 2016 Data Source

TDEM District Coordinators (DCs) maintain activity logs of incidents to which they respond. The State Operations Center (SOC) operates an electronic incident management system that maintains data on emergency incidents reported to the SOC and the response actions taken with respect to those incidents. DC activity logs and the SOC incident database are reviewed monthly and incidents are classified by type for use in future planning. The records of DC responses to local emergencies and disasters are combined with the SOC incident response data and multiple responses to the same local request for assistance are eliminated in order to calculate the number of local governments assisted each month.

BL 2016 Methodology

The count is the number of local governments receiving assistance each month. Repeat assistance rendered to the same jurisdiction will be counted as well.

BL 2016 Purpose

The Texas Division of Emergency Management (TDEM) is responsible for assisting local officials in meeting response needs during emergencies and disasters. Aid may include coordinating personnel, equipment, or supply assistance, providing advice, or obtaining technical assistance. Response assistance may be coordinated in personal visits or through electronic communications.

BL 2017 Definition

The number of jurisdictions receiving state response for emergencies and disasters.

BL 2017 Data Limitations

Emergencies and disasters may be caused by natural hazards, failures of technology, and deliberate acts. The number, type, and frequency of these events vary greatly from year to year and are obviously beyond the control of the Texas Division of Emergency Management (TDEM).

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Agency Code: 405	Agency: Department of Public Safety
Goal No. 4	Emergency Management
Objective No. 1	Emergency Management
Outcome No. 3	Number of Public Entities with Open Hazard Mitigation Grants

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 03-01 OC 03

Key Measure: N **New Measure:** N **Percent Measure:** N

BL 2016 Definition

The number of public entities with open hazard mitigation projects funded by Federal mitigation grants administered by DPS.

BL 2016 Data Limitations

(TDEM) administers an extensive set of Federal hazard mitigation grant programs in Texas. Local governments must apply for these grants to obtain grant funding and the decision to apply rests with local officials. The Federal Emergency Management Agency (FEMA) determines which proposed hazard mitigation projects are approved for grant awards, and determines the overall level of mitigation grant funding for various grant programs. The Hazard Mitigation Grant Program (HMGP) is activated after major disasters; if a state experiences new disasters during a particular year, the HMGP grants will increase.

BL 2016 Data Source

The TDEM Mitigation Section maintains project files for all active mitigation projects for three different programs: Pre-Disaster Mitigation (PDM), Hazard Mitigation Grant Program (HMGP) and Recurring Flood Claims (RFC). Some projects are completed in a year or less, but many mitigation projects may require several years to complete. The Mitigation Section maintains a continuously updated spreadsheet of active mitigation projects based on its mitigation project files. The active project data which will be used to calculate this measure is the same data that the Mitigation staff uses to develop its required quarterly grant reports. There is a formal closing process for all mitigation grants.

BL 2016 Methodology

TDEM's Mitigation Section will use its mitigation project database and supporting project files to obtain a count of active grants for all three mitigation projects cited above. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

BL 2016 Purpose

Through Texas Division of Emergency Management (TDEM), FEMA has funded hundreds of hazard mitigation projects to eliminate hazards or reduce their impact in cities and counties in Texas over the last decade. This performance Measure is intended to show the closure activity level of open hazard mitigation programs. Effective local mitigation planning and implementation of hazard mitigation projects has proven effective in reducing death, injury, and economic loss.

BL 2017 Definition

The number of public entities with open hazard mitigation projects funded by Federal mitigation grants administered by DPS.

BL 2017 Data Limitations

(TDEM) administers an extensive set of Federal hazard mitigation grant programs in Texas. Local governments must apply for these grants to obtain grant funding and the decision to apply rests with local officials. The Federal Emergency Management Agency (FEMA) determines which proposed hazard mitigation projects are approved for grant awards, and determines the overall level of mitigation grant funding for various grant programs. The Hazard Mitigation Grant Program (HMGP) is activated after major disasters; if a state experiences new disasters during a particular year, the HMGP grants will increase.

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BL 2017 Methodology

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 4 Emergency Management

Objective No. 1 Emergency Management

Outcome No. 4 Number of Public Entities with Open Disaster Recovery Grants

Calculation Method: N **Target Attainment:** L **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 03-01 OC 04

Key Measure: Y **New Measure:** N **Percent Measure:** N

BL 2016 Definition

The number of public entities with open disaster recovery projects funded by Federal grants administered by DPS.

BL 2016 Data Limitations

The Texas Division of Emergency Management (TDEM) administers an extensive set of Federal disaster recovery grant programs in Texas. Local governments and state agencies must apply to FEMA, not DPS, for these grants and the decision to apply rests with local officials and agency heads. The Federal Emergency Management Agency (FEMA) determines which disaster recovery projects are approved for grant awards, and determines the overall level of recovery grant funding for various grant programs. TDEM administers these grants, monitors progress on approved projects, reimburses grant recipient for authorized project expenses, inspects projects and audits financial data, and provides quarterly reports to FEMA on active projects. The Grant Program is activated after major disasters; if a state experiences new disasters during a particular year, the grants will increase.

BL 2016 Data Source

The TDEM Recovery Section maintains project files for all active disaster recovery projects. Some projects are short-term and may be completed in a year or less, but major disaster recovery may require several years to complete. The Recovery Section maintains continuously updated records of active disaster recovery using management software and spreadsheets. The active project data that will be used to calculate this measure is the same data that the Recovery staff uses to develop its required quarterly grant reports to FEMA. There is a formal grant closing process for all recovery grants.

BL 2016 Methodology

TDEM's Recovery Section will use its project management software and supporting project files to obtain a count of active grants for all active recovery projects. TDEM generates reports of active grants on a monthly basis and reports results to DPS quarterly.

BL 2016 Purpose

Through TDEM, FEMA has funded thousands of disaster recovery projects for local governments, school districts, state agencies, and other eligible entities to repair damage to public buildings, rebuild destroyed infrastructure, replace equipment which has been damaged or destroyed, and reimburse local and state emergency organizations for expenses incurred in responding to major disasters. Funding for individual disaster recovery programs has ranged from several million dollars to more than a billion dollars for Hurricane Ike in 2008. This performance Measure is intended to show the activity level of open disaster recovery programs.

BL 2017 Definition

The number of public entities with open disaster recovery projects funded by Federal grants administered by DPS.

BL 2017 Data Limitations

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 1 Law Enforcement Services
Outcome No. 1 Percentage of Sex Offender Notifications Mailed within Ten Days

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 405 083-R-S70-1 04-01 OC 01**
Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2016 Definition

The percentage of community postcard notifications mailed within the target date of ten (10) calendar days from when the Department received notification by law enforcement that a high-risk sex offender has moved into the notification area.

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

Notification of when a high-risk sex offender has moved is collected from the Texas Sex Offender Registration Database.

BL 2016 Methodology

The number of notifications mailed by the target date serves as the numerator. The denominator is the number of notifications that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage.

The date the agency receives notification by law enforcement that a high-risk offender has moved into a notification area and confirmation of the offender's risk level is counted as day zero, the subsequent date is counted as day one, etc.

BL 2016 Purpose

The percentage gives an accounting of the notifications that are mailed pursuant to statutory requirements. It is important that the public be notified in a timely fashion when a high-risk sex offender has moved into their neighborhood. The notification can make the public aware of the presence of a high-risk sex offender in their neighborhood and allow them to take proper precautions for when they or their children come into contact with the offender.

BL 2017 Definition

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 1 Law Enforcement Services
Outcome No. 2 Percentage of Crime Laboratory Reporting Accuracy

Calculation Method: N **Target Attainment: H** **Priority: H** **Cross Reference: Agy 405 083-R-S70-1 04-01 OC 02**
Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2016 Definition

The percentage of all laboratory reports issued to law enforcement entities in which there is no indication that incorrect information has been reported and no quality action plan has been initiated. When incorrect information, such as a substantive error that results in a wrong finding, is identified in an issued laboratory report, a new laboratory report is issued and a quality action plan, which includes an analysis as to why incorrect information was reported, is initiated.

BL 2016 Data Limitations

Manual processes are involved.

BL 2016 Data Source

Data is collected from the case files and the number of quality action plans initiated.

BL 2016 Methodology

The number of correct reports issued without a quality action plan initiated serves as the numerator. The denominator is the number of reports issued. The numerator is divided by the denominator and expressed as a percentage.

BL 2016 Purpose

This Measure is intended to reflect the high quality of the Crime Laboratory services to the criminal justice system.

BL 2017 Definition

The percentage of all laboratory reports issued to law enforcement entities in which there is no indication that incorrect information has been reported and no quality action plan has been initiated. When incorrect information, such as a substantive error that results in a wrong finding, is identified in an issued laboratory report, a new laboratory report is issued and a quality action plan, which includes an analysis as to why incorrect information was reported, is initiated.

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Manual processes are involved.

BL 2017 Data Source

Data is collected from the case files and the number of quality action plans initiated.

BL 2017 Methodology

The number of correct reports issued without a quality action plan initiated serves as the numerator. The denominator is the number of reports issued. The numerator is divided by the denominator and expressed as a percentage.

BL 2017 Purpose

This Measure is intended to reflect the high quality of the Crime Laboratory services to the criminal justice system.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 1 Law Enforcement Services
Outcome No. 3 % Blood Alcohol Evidence Processed within 30 Days

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-01 OC 03
Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of blood alcohol content (BAC) cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2016 Data Limitations

Manual processes are involved.

BL 2016 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2016 Methodology

The number of BAC cases analyzed and reported by the target date serves as the numerator. The denominator is the number of BAC cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2016 Purpose

This Measure is intended to demonstrate the timeliness of providing blood alcohol content laboratory services to the criminal justice system.

BL 2017 Definition

The percentage of blood alcohol content (BAC) cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2017 Data Limitations

Manual processes are involved.

BL 2017 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2017 Methodology

The number of BAC cases analyzed and reported by the target date serves as the numerator. The denominator is the number of BAC cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2017 Purpose

This Measure is intended to demonstrate the timeliness of providing blood alcohol content laboratory services to the criminal justice system.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 1 Law Enforcement Services
Outcome No. 4 % of Drug Evidence Processed Within Thirty (30) Days

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-01 OC 04

Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of drug cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2016 Methodology

The number of drug cases analyzed and reported by the target date serves as the numerator. The denominator is the number of drug cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2016 Purpose

This Measure is intended to demonstrate the timeliness of providing drug laboratory services to the criminal justice system.

BL 2017 Definition

The percentage of drug cases analyzed and laboratory reports issued to law enforcement entities within a target date of 30 calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2017 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2017 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks the date evidence is received through the date the laboratory issues a report to law enforcement entities.

BL 2017 Methodology

The number of drug cases analyzed and reported by the target date serves as the numerator. The denominator is the number of drug cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2017 Purpose

This Measure is intended to demonstrate the timeliness of providing drug laboratory services to the criminal justice system.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 1 Law Enforcement Services
Outcome No. 5 Percentage of DNA Evidence Processed Within 90 Days

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-01 OC 05

Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of DNA cases analyzed and laboratory reports issued to law enforcement entities within a target date of Ninety (90) calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2016 Data Limitations

Manual processes are involved.

BL 2016 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks when cases are received through the date the laboratory report is issued.

BL 2016 Methodology

The number of DNA cases analyzed and reported by the target date serves as the numerator. The denominator is the number of DNA cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2016 Purpose

This measure is intended to demonstrate the timeliness of providing DNA laboratory services to the criminal justice system.

BL 2017 Definition

The percentage of DNA cases analyzed and laboratory reports issued to law enforcement entities within a target date of Ninety (90) calendar days from the date of receipt of the evidence in a DPS Crime Laboratory.

BL 2017 Data Limitations

Manual processes are involved.

BL 2017 Data Source

The DPS Reporting and Gathering Network (DRAGNet) laboratory information system tracks when cases are received through the date the laboratory report is issued.

BL 2017 Methodology

The number of DNA cases analyzed and reported by the target date serves as the numerator. The denominator is the number of DNA cases that should have been analyzed and reported by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day zero, the subsequent date is counted as day one, etc.

BL 2017 Purpose

This measure is intended to demonstrate the timeliness of providing DNA laboratory services to the criminal justice system.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 2 Driver License
Outcome No. 1 Percentage of Accurate Licenses Issued

Calculation Method: N **Target Attainment: H** **Priority: L** **Cross Reference: Agy 405 083-R-S70-1 04-02 OC 01**
Key Measure: N **New Measure: N** **Percent Measure: Y**

BL 2016 Definition

The percentage of licenses produced and mailed that are accurate and do not require reissue due to a clerical or technical programming error. A license includes the following: identification cards; driver licenses; concealed handgun licenses; concealed handgun instructor licenses; private security company and school licenses; individual private security licenses; vehicle services inspector licenses; and vehicle services station licenses. Reissuance occurs when a license is reproduced and mailed due to incorrect data. It does not include preemptive, internal quality control measures utilized before a license is issued to the customer.

BL 2016 Data Limitations

Manual processes are involved.

BL 2016 Data Source

Employees will manually identify and document when a private security company license, private security school license, or an individual private security license is reissued due to a clerical or technical programming error. The following system programs will identify when all other licenses are reissued due to a clerical or technical programming error: Driver License System (DLS) for identification cards and driver licenses; License to Carry (LTC) for concealed handgun licenses and concealed handgun instructor licenses; and the electronic reporting database for motor vehicle inspector licenses and vehicle services station licenses.

BL 2016 Methodology

The number of licenses produced and mailed that do not require reissuance serves as the numerator. The total number of licenses issued serves as the denominator. The numerator is divided by the denominator and expressed as a percentage.

BL 2016 Purpose

This measure is intended to demonstrate the accuracy of licenses issued.

BL 2017 Definition

The percentage of licenses produced and mailed that are accurate and do not require reissue due to a clerical or technical programming error. A license includes the following: identification cards; driver licenses; concealed handgun licenses; concealed handgun instructor licenses; private security company and school licenses; individual private security licenses; vehicle services inspector licenses; and vehicle services station licenses. Reissuance occurs when a license is reproduced and mailed due to incorrect data. It does not include preemptive, internal quality control measures utilized before a license is issued to the customer.

BL 2017 Data Limitations

Manual processes are involved.

BL 2017 Data Source

Employees will manually identify and document when a private security company license, private security school license, or an individual private security license is reissued due to a clerical or technical programming error. The following system programs will identify when all other licenses are reissued due to a clerical or technical programming error: Driver License System (DLS) for identification cards and driver licenses; License to Carry (LTC) for concealed handgun licenses and concealed handgun instructor licenses; and the electronic reporting database for motor vehicle inspector licenses and vehicle services station licenses.

BL 2017 Methodology

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The number of licenses produced and mailed that do not require reissuance serves as the numerator. The total number of licenses issued serves as the denominator.
The numerator is divided by the denominator and expressed as a percentage.

BL 2017 Purpose

This measure is intended to demonstrate the accuracy of licenses issued.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 2 Driver License
Outcome No. 2 % of DL & ID Cards Mailed Within 14 Days

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-02 OC 02
Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of original, duplicate, or renewal driver licenses and identification cards (DLs/IDs) produced and mailed within a target date of fourteen (14) calendar days from the time a customer has completed application requirements for a DL/ID at either a field driver license office, online, or headquarters.

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

The Driver License System (DLS) program records the date of a customer's complete application for a DL/ID and it records the mail date and time stamp for when a DL/ID is mailed to the customer.

BL 2016 Methodology

The number of licenses mailed by the target date serves as the numerator. The denominator is the number of licenses that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The day a customer completes an application is counted as day zero, the subsequent day is counted as day one, etc.

BL 2016 Purpose

This measure is intended to demonstrate the timeliness of DL/ID processing. It also provides a needs-assessment for equipment, training, and staffing.

BL 2017 Definition

The percentage of original, duplicate, or renewal driver licenses and identification cards (DLs/IDs) produced and mailed within a target date of fourteen (14) calendar days from the time a customer has completed application requirements for a DL/ID at either a field driver license office, online, or headquarters.

BL 2017 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2017 Data Source

The Driver License System (DLS) program records the date of a customer's complete application for a DL/ID and it records the mail date and time stamp for when a DL/ID is mailed to the customer.

BL 2017 Methodology

The number of licenses mailed by the target date serves as the numerator. The denominator is the number of licenses that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The day a customer completes an application is counted as day zero, the subsequent day is counted as day one, etc.

BL 2017 Purpose

This measure is intended to demonstrate the timeliness of DL/ID processing. It also provides a needs-assessment for equipment, training, and staffing.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 2 Driver License
Outcome No. 3 % of Driver Records Mailed Within 14 Days

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-02 OC 03
Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of driver records produced and mailed within a target date of fourteen (14) calendar days from the time the Department receives a qualified application by mail or fax.

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

Driver record applications received by mail or fax are processed manually by employees. Employees record the date the driver record application form is received at the first point-of-entry with the Department, and the Driver License System (DLS) program records the date the record is produced and mailed.

BL 2016 Methodology

The number of driver records mailed by the target date serves as the numerator. The denominator is the number of driver records that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The date an application is received is counted as day zero, the subsequent date is counted as day one, etc.

BL 2016 Purpose

This measure is intended to demonstrate the timeliness of driver record application processing. It also provides a needs-assessment for equipment, training, and staffing.

BL 2017 Definition

The percentage of driver records produced and mailed within a target date of fourteen (14) calendar days from the time the Department receives a qualified application by mail or fax.

BL 2017 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2017 Data Source

Driver record applications received by mail or fax are processed manually by employees. Employees record the date the driver record application form is received at the first point-of-entry with the Department, and the Driver License System (DLS) program records the date the record is produced and mailed.

BL 2017 Methodology

The number of driver records mailed by the target date serves as the numerator. The denominator is the number of driver records that should have been mailed by the target date. The numerator is divided by the denominator and expressed as a percentage. The date an application is received is counted as day zero, the subsequent date is counted as day one, etc.

BL 2017 Purpose

This measure is intended to demonstrate the timeliness of driver record application processing. It also provides a needs-assessment for equipment, training, and staffing.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 2 Driver License
Outcome No. 4 % Driver License/ID Applications Completed Within 45 Minutes

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-02 OC 04
Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of original non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of forty-five (45) minutes from when the customer walks in the door joins the queue in a driver license office. This measurement does not include the time to take any written or driving examination(s).

BL 2016 Data Limitations

Because the queuing systems can only start to measure wait time after a customer receives a ticket, the system cannot account for any time the customer spends in the office prior to getting in line. Another limitation is that not all offices have a queuing system, and therefore data collection is limited to those offices with the system.

BL 2016 Data Source

The time from which a customer enters the queue in a driver license office to the time the customer completes an original application for a non-commercial driver license or identification card, excluding any written or driving exams, is tracked by an automated queuing system in large offices

BL 2016 Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2016 Purpose

This is an indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

BL 2017 Definition

The percentage of original non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of forty-five (45) minutes from when the customer walks in the door joins the queue in a driver license office. This measurement does not include the time to take any written or driving examination(s).

BL 2017 Data Limitations

Because the queuing systems can only start to measure wait time after a customer receives a ticket, the system cannot account for any time the customer spends in the office prior to getting in line. Another limitation is that not all offices have a queuing system, and therefore data collection is limited to those offices with the system.

BL 2017 Data Source

The time from which a customer enters the queue in a driver license office to the time the customer completes an original application for a non-commercial driver license or identification card, excluding any written or driving exams, is tracked by an automated queuing system in large offices

BL 2017 Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

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BL 2017 Purpose

This is an indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

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Agency Code: **405** Agency: **Department of Public Safety**

Goal No. 5 Regulatory Services

Objective No. 2 Driver License

Outcome No. 5 % Renewal DL & IDs Applications Completed in 30 Minutes

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-02 OC 05

Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of thirty (30) minutes from when the customer joins the queue in a driver license office.

BL 2016 Data Limitations

Because the queuing systems can only start to measure wait time after a customer receives a ticket, the system cannot account for any time the customer spends in the office prior to getting in line. Another limitation is that not all offices have a queuing system, and therefore data collection is limited to those offices with the system.

BL 2016 Data Source

The time from which a customer enters the queue in a driver license office to the time the customer completes an original application for a non-commercial driver license or identification card, excluding any written or driving exams, is tracked by an automated queuing system in large offices.

BL 2016 Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2016 Purpose

Indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

BL 2017 Definition

The percentage of replacement or renewal non-commercial driver license and identification card applications completed at select high-volume offices, representing a geographic sampling, within a target time of thirty (30) minutes from when the customer joins the queue in a driver license office.

BL 2017 Data Limitations

Because the queuing systems can only start to measure wait time after a customer receives a ticket, the system cannot account for any time the customer spends in the office prior to getting in line. Another limitation is that not all offices have a queuing system, and therefore data collection is limited to those offices with the system.

BL 2017 Data Source

The time from which a customer enters the queue in a driver license office to the time the customer completes an original application for a non-commercial driver license or identification card, excluding any written or driving exams, is tracked by an automated queuing system in large offices.

BL 2017 Methodology

The number of sample applications completed by the target time at select high-volume office serves as the numerator. The denominator is the number of sample applications that should have been completed by the target time at select high-volume offices. The numerator is divided by the denominator and expressed as a percentage.

BL 2017 Purpose

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Indicator of customer service quality. This measure also provides a needs- assessment for equipment, training, and staffing.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 2 Driver License
Outcome No. 6 Percentage of Accurate Payments Issued

Calculation Method: N **Target Attainment:** H **Priority:** L **Cross Reference:** Agy 405 083-R-S70-1 04-02 OC 06

Key Measure: N **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of payments issued to vendors that are accurate and do not require reissue due to incorrect payee data or amount. Payments to vendors include state warrants, interagency transfers, and Automated Clearing House transactions. Reissue occurs when the amount or payee data is incorrect. It does not include reissue when a warrant was lost by a payee.

BL 2016 Data Limitations

Manual processes are involved.

BL 2016 Data Source

Uniform Statewide Accounting System and internal accounting system reports will be used to identify cancelled payments and staff will manually note a reason code for the cancellation.

BL 2016 Methodology

The number of payments issued to vendors that do not require reissuing due to incorrect payee data or amount serves as the numerator. The denominator is the total number of payments. The numerator is divided by the denominator and expressed as a percentage.

BL 2016 Purpose

This measure is intended to demonstrate the accuracy of payments issued to state vendors and payees.

BL 2017 Definition

The percentage of payments issued to vendors that are accurate and do not require reissue due to incorrect payee data or amount. Payments to vendors include state warrants, interagency transfers, and Automated Clearing House transactions. Reissue occurs when the amount or payee data is incorrect. It does not include reissue when a warrant was lost by a payee.

BL 2017 Data Limitations

Manual processes are involved.

BL 2017 Data Source

Uniform Statewide Accounting System and internal accounting system reports will be used to identify cancelled payments and staff will manually note a reason code for the cancellation.

BL 2017 Methodology

The number of payments issued to vendors that do not require reissuing due to incorrect payee data or amount serves as the numerator. The denominator is the total number of payments. The numerator is divided by the denominator and expressed as a percentage.

BL 2017 Purpose

This measure is intended to demonstrate the accuracy of payments issued to state vendors and payees.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 2 Driver License
Outcome No. 7 % of Driver Responsibility Program Surcharges Collected

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 04-02 OC 07

Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The amount of surcharge assessments collected compared to the amount of surcharges assessments billed for the Driver Responsibility Program. The surcharge is an administrative fee.

BL 2016 Data Limitations

Manual processes are involved.

BL 2016 Data Source

The Department will compare the amount of funds deposited to the State Comptroller of Public Accounts to the amount of surcharges billed by the Driver Responsibility Program.

BL 2016 Methodology

$(\text{Amount of surcharge assessments collected} / \text{Amount of surcharge assessments billed}) * 100$, calculated monthly and reported quarterly.

BL 2016 Purpose

To reflect the level of compliance with the requirements placed on drivers by the Driver Responsibility Program.

BL 2017 Definition

The amount of surcharge assessments collected compared to the amount of surcharges assessments billed for the Driver Responsibility Program. The surcharge is an administrative fee.

BL 2017 Data Limitations

Manual processes are involved.

BL 2017 Data Source

The Department will compare the amount of funds deposited to the State Comptroller of Public Accounts to the amount of surcharges billed by the Driver Responsibility Program.

BL 2017 Methodology

$(\text{Amount of surcharge assessments collected} / \text{Amount of surcharge assessments billed}) * 100$, calculated monthly and reported quarterly.

BL 2017 Purpose

To reflect the level of compliance with the requirements placed on drivers by the Driver Responsibility Program.

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Agency Code: 405	Agency: Department of Public Safety
Goal No. 5	Regulatory Services
Objective No. 3	Regulatory Services
Outcome No. 1	Concealed Handguns: % of Original Licenses Issued Within 60 Days

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 04-03 OC 01

Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of original Concealed Handgun Licenses (CHL) placed in the mail within 55 issued within 60 calendar days of receiving a complete application. The program utilizes a 55 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 60 calendar days of receipt of the completed application. Fifty five calendar days represents the target date.

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

Data is collected through the use of database queries.

BL 2016 Methodology

The number of original licenses mailed by the target date is the numerator. The denominator is derived from the number of original licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2016 Purpose

The percentage gives an accounting of original concealed handgun licenses that are issued pursuant to statutory requirements. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.

BL 2017 Definition

The percentage of original Concealed Handgun Licenses (CHL) placed in the mail within 55 issued within 60 calendar days of receiving a complete application. The program utilizes a 55 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 60 calendar days of receipt of the completed application. Fifty five calendar days represents the target date.

BL 2017 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2017 Data Source

Data is collected through the use of database queries.

BL 2017 Methodology

The number of original licenses mailed by the target date is the numerator. The denominator is derived from the number of original licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2017 Purpose

The percentage gives an accounting of original concealed handgun licenses that are issued pursuant to statutory requirements. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 3 Regulatory Services
Outcome No. 2 Concealed Handguns: % of Renewal Licenses Issued within 40 Days

Calculation Method: N **Target Attainment:** H **Priority:** H **Cross Reference:** Agy 405 083-R-S70-1 04-03 OC 02

Key Measure: Y **New Measure:** N **Percent Measure:** Y

BL 2016 Definition

The percentage of renewal Concealed Handgun Licenses (CHL) placed in the mail within 40-calendar days of receiving a complete application. The program utilizes a 40 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 45 calendar days of receipt of the completed application. Forty calendar days represents the target date.

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

Data is collected through the use of database queries.

BL 2016 Methodology

The number of renewal licenses mailed by the target date is the numerator. The denominator is derived from the number of renewal licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2016 Purpose

The percentage gives an accounting of renewal of Concealed Handgun Licenses that are issued pursuant to statutory requirement. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.

BL 2017 Definition

The percentage of renewal Concealed Handgun Licenses (CHL) placed in the mail within 40-calendar days of receiving a complete application. The program utilizes a 40 day calendar cycle time coupled with a 5 calendar day allowance for mailing to place the license in the hand of the applicant within 45 calendar days of receipt of the completed application. Forty calendar days represents the target date.

BL 2017 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2017 Data Source

Data is collected through the use of database queries.

BL 2017 Methodology

The number of renewal licenses mailed by the target date is the numerator. The denominator is derived from the number of renewal licenses that should have been issued by the target date. The numerator is divided by the denominator and expressed as a percentage. The date of receipt is counted as day one; the subsequent date is counted as day two, etc.

BL 2017 Purpose

The percentage gives an accounting of renewal of Concealed Handgun Licenses that are issued pursuant to statutory requirement. This measure identifies the actual impact or public benefit of the division's actions and aids in determining whether the division's resources are adequate to meet statutory requirements.

OBJECTIVE OUTCOME DEFINITIONS REPORT
84th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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Agency Code: **405** Agency: **Department of Public Safety**
Goal No. 5 Regulatory Services
Objective No. 3 Regulatory Services
Outcome No. 3 Private Security : # of Registered Individuals with Recent Violations

Calculation Method: N **Target Attainment: L** **Priority: H** **Cross Reference: Agy 405 083-R-S70-1 04-03 OC 03**
Key Measure: N **New Measure: N** **Percent Measure: N**

BL 2016 Definition

The total number of registered individuals at the end of the reporting period who have incurred a violation within the current and preceding two years (three years total).

BL 2016 Data Limitations

The accuracy of the count is dependent on manual processes of data entry.

BL 2016 Data Source

The division's database program and hard copy records are the source of disciplinary actions and registered population. Collection will be through reports generated that provide not only a count, but also a listing of the disciplinary actions for backup. The Private Security division manager is responsible for data involving disciplinary action and the registered population. The measure's data is stored in the division's oversight report files.

BL 2016 Methodology

The count is the total number of individuals currently registered by Private Security who have incurred a violation within the current and preceding two years.

BL 2016 Purpose

Registering individuals helps ensure that they meet legal standards for professional education and practice, which is a primary Private Security Program goal. This measure is important because it indicates how effectively the Private Security Program activities deter violations of professional standards established by statute and rule.

BL 2017 Definition

The total number of registered individuals at the end of the reporting period who have incurred a violation within the current and preceding two years (three years total).

BL 2017 Data Limitations

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BL 2017 Data Source

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