

GOAL 01

LAW ENFORCEMENT ON HIGHWAYS

Law Enforcement on Highways

To promote traffic safety, the preservation of the peace, and the detection and prevention of crime.

OBJECTIVE 01-01

TRAFFIC SAFETY

Traffic Safety

To reduce death, injury, and economic loss by working to reduce the rural traffic death rate in Texas.

OUTCOME MEASURE 01-01-01

Annual Texas Rural Traffic Death Rate

- **Short Definition:** The number of persons killed in rural motor vehicle traffic crashes per one hundred million vehicle miles driven (expressed as a ratio).
- **Data Limitations:** Rural vehicle miles traveled are based upon estimates provided by TxDOT. Driver behavior and other conditions that tend to contribute to the frequency and severity of traffic crashes are influenced by many factors. Law enforcement has little influence over conditions such as weather, highway design, traffic congestion, etc.
- **Source/Collection of Data:** Vehicle miles traveled are estimated by the Texas Department of Transportation (TxDOT) and are based on Automated Traffic Records (ATR). The number of traffic fatalities is collected from Peace Officer's Crash Report by the Crash Records Bureau of the Department of Public Safety in accordance with the provisions of the Transportation Code, Chapter 550, Subchapter D, Written Crash Reports.
- **Method of Calculation:** The motor vehicle death rate is calculated by dividing the number of traffic fatalities by the total rural vehicle miles traveled divided by 100,000,000 (fatalities/[miles/100,000,000]).
- **Purpose/Importance:** This ratio measures the impact of the Texas Highway Patrol's (THP) efforts and other variables on the general rural motor vehicle 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.
- **Calculation Type:** Noncumulative
- **New Measure:** No
- **Desired Performance:** Lower than target
- **Key:** Yes

OUTCOME MEASURE 01-01-02

Alcohol-Related Serious Crash Rate

- Short Definition: A serious crash is defined as a crash that results in an “A” (incapacitating injury), “B” (non-incapacitating injury), or “K” (the death of a person) in which alcohol was also a contributing factor.
- Data Limitations: Failure of law enforcement agencies to submit crash reports.
- Source/Collection of Data: Texas Peace Officer’s crash reports in which the investigating officer has indicated alcohol was a contributing factor and/or issued a citation related to alcohol use, Death Certificates, Medical Examiner’s reports, Crime Laboratory results, autopsies, and hospital records.
- Method of Calculation: The total number of alcohol-related serious injury crashes is divided by the total number of serious injury crashes. Serious injury crashes are “A,” “B,” and “K”-type injuries only.
- Purpose/Importance: Crash data is the primary source for statistics used in evaluating the effectiveness of safety programs, determining rural 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.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

**OUTCOME MEASURE 01-01-03
(REQUESTED DELETION)**

Annual Percent Change in DWI Repeat Offender Arrest Rate

~~• **Short Definition:** Annual percent increase or decrease in the number of drivers arrested for second or subsequent DWI offense.~~

~~• **Data Limitations:** Backlogs in data entry and delays in reporting this information to the Department by other law enforcement agencies can result in data being reported in quarters other than the actual occurrence.~~

~~• **Source/Collection of Data:** Arrest information is provided by law enforcement agencies statewide to the Crime Records Service for tabulation.~~

~~• **Method of Calculation:** Number of offenders arrested for second or subsequent DWI offense in each quarter of the fiscal year is compared with number in the same quarter of the previous year to determine percent change.~~

~~• **Purpose/Importance:** Data may be utilized by law enforcement agencies or safety organizations to determine if DWI-type enforcement initiatives are effective.~~

~~• **Calculation Type:** Noncumulative~~

~~• **New Measure:** No~~

~~• **Desired Performance:** Lower than target~~

~~• **Key:** No~~

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STRATEGY 01-01-01

HIGHWAY PATROL

Highway Patrol

Supervision of traffic and general law enforcement on rural highways by uniformed officers.

EFFICIENCY MEASURE 01-01-01-01

Average Cost of Patrolling a Mile of Rural Highway

- Short Definition: The average cost of putting a uniformed trooper and marked police vehicle on traffic and general law enforcement patrol per mile of highway over which DPS has primary enforcement responsibilities.
- Data Limitations: None
- Source/Collection of Data: The cost is the total amount of the Highway Patrol Strategy ~~funds expended~~annual appropriation. Miles of rural highway are determined and reported by the Texas Department of Transportation (TxDOT) on an annual basis and submitted to AIS.
- Method of Calculation: The ~~actual amount of the total~~ Highway Patrol Strategy ~~funds expended~~annual appropriation divided by the number of rural highway miles.
- Purpose/Importance: Conducting police patrol on the highways over which we have the primary enforcement responsibility is the common element upon which all our efforts in supervising traffic, enforcing the law, responding to and investigating traffic crashes, and handling other public safety matters is based.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

EXPLANATORY MEASURE 01-01-01-01

Dollar ValueAmount of THP Seized Currency and Assets Awarded

- Short Definition: The total dollar value of seized currency and assets from Texas Highway Patrol (THP) drug interdiction efforts awarded to the Department of Public Safety (DPS).
- Data Limitations: This does not progressively track assets originally reported as seized because of a number of differing factors, i.e., state and federal asset sharing agreements, court settlements and appeals that determine an awarding of assets.
- Source/Collection of Data: Information relating to the currency and assets seized is entered directly from Drug Interdiction reports into the THP Automated Information Services (AIS) at THP Headquarters. It is then compared to state and federal currency and asset sharing agreements, court settlements, and appeals that determined the currency and assets awarded to the Department.
- Method of Calculation: The total of all currency and assets collected from state and federal asset sharing agreements, court settlements, and appeals.
- Purpose/Importance: Our highway systems are the principal mode of transport for illegal drugs from the Mexico border to distribution centers in and outside of the state. This measure indirectly indicates the amount of seized currency and assets awarded to DPS as the result of its efforts to reduce/deter illegal drug activity.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-01-01

Number of Traffic Law Violator Contacts Per Trooper

- Short Definition: The number of highway patrol citations (arrests) and warnings issued to violators of the traffic laws per trooper.
- Data Limitations: None
- Source/Collection of Data: Information relating to this measure is entered directly from the citations and warnings issued by DPS troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and subdistrict locations across the state.
- Method of Calculation: Actual count of charges filed and warnings issued to violators of the law extracted from the THP AIS database. This measure involves trooper activity from all parts of Texas, which includes entering data at numerous locations. Because of the current processes required to enter traffic violator data, actual data can only be reported 30 to 60 days subsequent to the end of the quarter. This timeframe is generally after the ABEST reporting deadline. As a result, the Department will enter/report the actual measure if the data has been processed by the ABEST deadline or a zero if it has not been processed. In those cases where a zero is entered/reported, the Department will update the measure as soon as the data has been received and processed This total is divided by the number of Highway Patrol troopers.
- Purpose/Importance: This measure addresses the actual on-the-road interventions by uniformed DPS troopers in driver behavior and vehicle conditions that contribute to the frequency and/or severity of traffic crashes.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-01-02

Number of Criminal Apprehensions

- Short Definition: The number of nontraffic criminal offenses filed against violators of the drug and criminal statutes by DPS troopers.
- Data Limitations: None
- Source/Collection of Data: Information relating to this measure is entered directly from arrest tickets issued by DPS troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and subdistrict locations across the state.
- Purpose/Importance: Criminal offenders make use of the highway systems both in the transportation of contraband related to their illegal activities and in the furtherance of their criminal enterprise. This measure addresses the actual number of nontraffic drug and criminal offenses detected with charges filed through routine traffic stops by uniformed troopers.
- Method of Calculation: Actual count extracted from the THP AIS database.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-01-03

Rural Traffic Crashes Investigated

- Short Definition: The number of rural traffic crashes investigated by DPS Highway Patrol troopers.
- Data Limitations: ~~None. The only limitation to this data is that all crashes investigated by DPS Highway Patrol troopers are reported and counted. Although the Highway Patrol's crash investigation responsibility is primarily rural, all crashes investigated by this service are counted and may include some in unincorporated urban areas or urban areas with a population of less than 5,000.~~
- Source/Collection of Data: Information relating to traffic crashes investigated by DPS Highway Patrol troopers is entered directly from the crash investigation reports submitted by the troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and subdistrict locations across the state.
- Method of Calculation: Actual count extracted from the THP AIS database.
- Purpose/Importance: Handling the initial emergency, obtaining or providing care for the injured, and preventing the situation from becoming worse are the paramount needs associated with DPS troopers' response to traffic crashes. Investigating traffic crashes in an effort to identify causative factors relating to traffic law violations, vehicle equipment and conditions, and roadway conditions and design are also important factors in formulating remedies for problems and deterrents to violations are critical to any traffic safety program.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 01-01-01-04

Number of Stolen Motor Vehicles Recovered

- Short Definition: The number of stolen motor vehicles (of all types) recovered by DPS Highway Patrol troopers.
- Data Limitations: None
- Source/Collection of Data: Information relating to this measure is entered directly from the Highway Patrol troopers' weekly activity reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and subdistrict locations across the state.
- Method of Calculation: Actual count as extracted from the THP AIS database.
- Purpose/Importance: Motor vehicle thieves make use of highway systems to transport stolen vehicles out of state, especially to Mexico. The economic loss due to this type of criminal enterprise is significant. This measure addresses the actual number of stolen vehicles recovered through routine traffic stops and by other means by Highway Patrol troopers.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-01-05

Number of Drug Interdiction Cases

- Short Definition: Drug interdiction cases are those drug courier cases developed and made by troopers through their own initiative and usually from a routine traffic stop. They do not include cases initiated by another agency or DPS service. To be considered a drug interdiction case, the amount of controlled substance seized must be more than for personal use, unless evidence of obvious illegal drug dealer activity exists (i.e., large amounts of currency seized, false compartments, vehicles seized, etc.).
- Data Limitations: None
- Source/Collection of Data: Information relating to this measure is entered directly from Drug Interdiction reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at THP Headquarters.
- Method of Calculation: Actual count as extracted from the THP AIS database.
- Purpose/Importance: The illegal use of drugs and drug abuse of all kinds, along with the corrupting influence of the vast illegal profits associated with this enterprise, are some of the greatest threats to the stability of our society. Mexico has become the major source for all illegal drugs entering the United States. Our common border with Mexico makes Texas the state through which most of the illegal drugs and currency flows. Our highway systems are the principal mode of transport from the border to distribution centers in and outside the state.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

STRATEGY 01-01-02

COMMERCIAL VEHICLE ENFORCEMENT

Commercial Vehicle Enforcement

Supervision of commercial traffic and general law enforcement on rural highways by uniformed officers.

EFFICIENCY MEASURE 01-01-02-01

Average Cost of Commercial Vehicle Checks Per Mile of Rural Highway

- Short Definition: The cost of performing commercial vehicle checks per mile of rural highway.
- Data Limitations: The data is indicative of the cost of the Commercial Vehicle Enforcement (CVE) strategy.
- Source/Collection of Data: The cost is determined by the actual amount of funds expended~~monies appropriated annually to by~~ the Commercial Vehicle Enforcement (CVE) Strategy and the number of rural highway miles calculated by the Texas Department of Transportation.
- Method of Calculation: The actual amount of total funds appropriated annually to the Commercial Vehicle Enforcement (CVE) Strategy funds expended~~is~~ divided by the number of rural highway miles ~~of highway~~.
- Purpose/Importance: This measure indicates the cost per mile of rural highway for Commercial Vehicle Enforcement (CVE) employees to ensure the motor carrier industry's compliance with the Federal Motor Carrier Safety Regulations, the Federal Hazardous Materials Regulations, and state traffic and safety statutes.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

**EXPLANATORY MEASURE 01-01-02-01
(REQUESTED DELETION)**

~~Commercial Vehicles Placed Out of Service~~

~~• Short Definition: The total of all commercial vehicles placed out-of-service by Commercial Vehicle Enforcement (CVE) employees, which were a result of traffic stops and roadside inspections of commercial motor vehicles.~~

~~• Data Limitations: The data is representative of the commercial vehicles with significant safety defects detected by CVE employees. The number of violations may fluctuate according to economic factors within the trucking industry. A sharp economic downturn or increased activity could result in a higher occurrence of safety violations due to motor carriers neglecting vehicle maintenance and focusing on economic profitability.~~

~~• Source/Collection of Data: These activities are recorded on roadside enforcement documents and are either electronically transmitted or submitted for data entry into the Texas Highway Patrol's (THP) State Inspection Database System (SIDS).~~

~~• Method of Calculation: A total of all activities are queried from the SIDS database to determine the level of this activity. The query is run at the end of each quarter to determine the level of activity.~~

~~• Data Limitations: The data is representative of the commercial vehicles with significant safety defects detected by CVE employees. The number of violations may fluctuate according to economic factors within the trucking industry. A sharp economic downturn or increased activity could result in a higher occurrence of safety violations due to motor carriers neglecting vehicle maintenance and focusing on economic profitability.~~

~~• Purpose/Importance: This measure is a total of all the commercial vehicles detected by CVE employees with significant safety defects. It reflects the motor carrier industry's compliance with the Federal Motor Carrier Safety Regulations and the Federal Hazardous Materials Regulations. The activity reflects the significant safety defects discovered by CVE employees in their efforts to ensure commercial motor vehicle safety.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Neutral~~

~~• Key: No~~

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EXPLANATORY MEASURE 01-01-02-02
(REQUESTED NEW)

Dollar Value of CVE Seized Currency and Assets Awarded

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Definition: The total dollar value of seized currency and assets from Commercial Vehicle Enforcement (CVE) drug interdiction efforts awarded to the Department of Public Safety (DPS).

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Data Limitations: This does not progressively track assets originally reported as seized because of a number of differing factors, i.e., state and federal asset sharing agreements, court settlements, and appeals that determine an awarding of assets.

Data Source: Information relating to the assets seized is entered directly from Drug Interdiction reports into the THP Automated Information Services (AIS) at THP Headquarters. It is then compared to state and federal asset sharing agreements, court settlements, and appeals that determined the assets awarded to the Department.

Methodology: The total of all currency and assets collected from state and federal asset sharing agreements, court settlements, and appeals.

Purpose: Our highway systems are the principal mode of transport for illegal drugs from the Mexico border to distribution centers in and outside of the state. This measure indirectly indicates the amount of seized assets awarded to DPS as the result of its efforts to reduce/deter illegal drug activity.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: .

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• **OUTPUT MEASURE 01-01-02-01**

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Commercial Traffic Law Violator Contacts Per Trooper

- **Short Definition:** The total of all citations (arrests and warnings) issued by Commercial Vehicle Enforcement (CVE) employees which were a result of traffic stops and roadside inspections of commercial motor vehicles per trooper.
- **Data Limitations:** The data is representative of the violations and safety defects detected by Commercial Vehicle Enforcement employees. The number of violations may fluctuate according to economic factors within the trucking industry. A sharp economic downturn or increased activity could result in a higher occurrence of safety violations due to motor carriers neglecting vehicle maintenance and focusing on economic profitability.
- **Source/Collection of Data:** These activities are recorded on roadside enforcement documents and are either electronically transmitted or submitted for data entry into the Texas Highway Patrol's (THP) State Inspection Database System (SIDS) or the Automated Information Services (AIS).
- **Method of Calculation:** A total of all activities are queried from the SIDS and AIS databases to determine the level of this activity. The query is run at the end of each quarter to determine the level of activity. This total is divided by the number of CVE troopers.
- **Purpose/Importance:** This measure is a total of all the enforcement violations detected by Commercial Vehicle Enforcement employees. It measures the amount of activity performed by Commercial Vehicle Enforcement employees in their enforcement efforts to ensure commercial motor vehicle safety.
- **Calculation Type:** Cumulative
- **New Measure:** No
- **Desired Performance:** Lower than target
- **Key:** Yes

**OUTPUT MEASURE 01-01-02-02
(REQUESTED DELETION)**

Commercial Vehicles Inspected

- ~~Short Definition: The total of all commercial vehicles inspected by Commercial Vehicle Enforcement (CVE) employees which was a result of traffic stops and roadside screening of these vehicles.~~
- ~~Data Limitations: The data is indicative of the CVE employees' emphasis on ensuring compliance with the applicable Federal Motor Carrier Safety statutes by the motor carrier industry. The data does not measure compliance by the industry.~~
- ~~Source/Collection of Data: These activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) State Inspection Database System (SIDS).~~
- ~~Method of Calculation: A total of all activities are queried from the SIDS database to determine the level of this activity. The query is run at the end of each quarter to determine the level of this activity.~~
- ~~Purpose/Importance: This measure is a total of commercial vehicles inspected for compliance with Federal Motor Carrier Safety Regulations by CVE employees. It is important because commercial vehicles with safety defects contribute to the cause and severity of traffic crashes involving these vehicles.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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OUTPUT MEASURE 01-01-02-03

Weight Citations and Warnings Issued to Commercial Vehicles

- Short Definition: The total of all citations (arrests and warnings) issued for weight violations by Commercial Vehicle Enforcement (CVE) employees. ~~These citations were results, which were a result~~ of traffic stops and roadside inspections of these vehicles.
- Data Limitations: The data is indicative of the CVE employees' emphasis on ensuring compliance with applicable state weight statutes by the motor carrier industry. The data does not measure the compliance by the industry.
- Source/Collection of Data: These activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) State Inspection Database Systems (SIDS).
- Method of Calculation: ~~A total of all All~~ activities are queried from the SIDS database to determine the ~~total level of this activity~~. The query is run at the end of each quarter to determine the ~~total level of activity~~.
- Purpose/Importance: This measure is a total of commercial vehicles found to be in non-compliance with state weight statutes by CVE employees. It is important because overweight vehicles cause excessive damage to roadways and are generally unsafe. Additionally, vehicles detected operating at weights greater than their vehicle registration are immediately required to increase their registered weight and pay additional highway use fees.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-02-04
(REQUESTED NEW)

Number of Criminal Apprehensions by Commercial Vehicle Enforcement (CVE) Troopers

Definition: The number of nontraffic criminal offenses filed against violators of the drug and criminal statutes by CVE troopers.

Data Limitations: None

Data Source: Information relating to this measure is entered directly from arrest tickets issued by DPS troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and sub district locations across the state.

Methodology: Actual count extracted from the THP AIS database.

Purpose: Criminal offenders make use of the highway systems both in the transportation of contraband related to their illegal activities and in the furtherance of their criminal enterprise. This measure addresses the actual number of nontraffic drug and criminal offenses detected with charges filed through routine traffic stops by uniformed troopers.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

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OUTPUT MEASURE 01-01-02-05
(REQUESTED NEW)

Rural Traffic Crashes Investigated by Commercial Vehicle Enforcement (CVE) Troopers

Definition: The number of rural traffic crashes investigated by DPS CVE troopers.

Data Limitations: None

Data Source: Information relating to traffic crashes investigated by DPS CVE troopers is entered directly from the crash investigation reports submitted by the troopers into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and sub district locations across the state.

Methodology: Actual count extracted from the THP AIS database.

Purpose: Handling the initial emergency, obtaining or providing care for the injured, and preventing the situation from becoming worse are the paramount needs associated with DPS troopers' response to traffic crashes. Investigating traffic crashes in an effort to identify causative factors relating to traffic law violations, vehicle equipment and conditions, and roadway conditions and design are also important factors in formulating remedies for problems and deterrents to violations are critical to any traffic safety program.

Calculation Method: Cumulative

New Measure: Yes

Target: Lower

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OUTPUT MEASURE 01-01-02-06
(REQUESTED NEW)

Number of Stolen Motor Vehicles Recovered by Commercial Vehicle Enforcement (CVE) troopers.

Definition: The number of stolen motor vehicles (of all types) recovered by DPS CVE troopers.

Data Limitations: None

Data Source: Information relating to this measure is entered directly from the Highway Patrol troopers' weekly activity reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at district and sub district locations across the state.

Methodology: Actual count as extracted from the THP AIS database.

Purpose: Motor vehicle thieves make use of highway systems to transport stolen vehicles out of state, especially to Mexico. The economic loss due to this type of criminal enterprise is significant. This measure addresses the actual number of stolen vehicles recovered through routine traffic stops and by other means by CVE troopers.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

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OUTPUT MEASURE 01-01-02-07
(REQUESTED NEW)

Number of Drug Interdiction Cases by Commercial Vehicle Enforcement (CVE) Troopers

Definition: Drug interdiction cases are those drug courier cases developed and made by CVE troopers through their own initiative and usually from a routine traffic stop. They do not include cases initiated by another agency or DPS service. To be considered a drug interdiction case, the amount of controlled substance seized must be more than for personal use, unless evidence of obvious illegal drug dealer activity exists (i.e., large amounts of currency seized, false compartments, vehicles seized, etc.).

Data Limitations: None

Data Source: Information relating to this measure is entered directly from Drug Interdiction reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at THP Headquarters.

Methodology: Actual count as extracted from the THP AIS database.

Purpose: The illegal use of drugs and drug abuse of all kinds, along with the corrupting influence of the vast illegal profits associated with this enterprise, are some of the greatest threats to the stability of our society. Mexico has become the major source for all illegal drugs entering the United States. Our common border with Mexico makes Texas the state through which most of the illegal drugs and currency flows. Our highway systems are the principal mode of transport from the border to distribution centers in and outside the state.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

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OUTPUT MEASURE 01-01-02-08
(REQUESTED NEW)

Percentage of Commercial Vehicles Placed Out-Of-Service That Were Inspected By Commercial Vehicle Enforcement (CVE) Certified Employees

Definition: The annual percentage rate for the number of commercial vehicles placed out-of-service by Commercial Vehicle Enforcement (CVE) employees as a result of roadside inspections conducted on these vehicles.

Data Limitations: The data is representative of the number of commercial vehicle that are inspected and found to have significant safety defects by CVE employees. The number of out-of-service vehicles detected could increase periodically due to special emphasis task force operations on specific segments of the trucking industry.

Data Source: Inspection and out-of-service activities are recorded on an inspection report (CVE-3) and are entered into the Texas Highway Patrol's (THP) State Inspection Database Systems (SIDS).

Methodology: A total of all activities are queried from the SIDS database to determine the level of this activity. The query is run at the end of each quarter to determine the level of activity.

Purpose: This measure is the percentage of commercial vehicles that were inspected for compliance with Federal Motor Carrier Safety Regulations and Hazardous Material Regulations and then placed out-of-service. This measure can then be benchmarked against the national out-of-service rates as maintained by the Federal Motor Carrier Safety Administration and will be indicative of the overall effectiveness of the Commercial Vehicle Enforcement Program in the State of Texas.

Calculation Method: Cumulative

New Measure: Yes

Target: L:

Key:

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STRATEGY 01-01-03

VEHICLE INSPECTION PROGRAM

Vehicle Inspection Program

Administer the state's vehicle inspection and emissions program.

EFFICIENCY MEASURE 01-01-03-01

Average Cost of Supervision Per Vehicle Inspection Station

- **Short Definition:** The average cost of supervision per vehicle inspection station is the total monetary amount expended in the administration of the state's inspection and emissions control program divided by the total number of vehicle inspection stations.
- **Data Limitations:** The accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for maintaining all databases which includes the accounting for budgetary expenditures, initiating and renewing applications, and handling the suspension and revocation of licenses. The availability of this information is limited by special mainframe and personal computer report programming; therefore, it requires a high skill level for report access.
- **Source/Collection of Data:** This efficiency measure uses two different data sources.
 1. The budget for this strategy is maintained by the Texas Highway Patrol (THP) Division Headquarters on an Access database. THP allocates budgetary amounts to Vehicle Inspection Bureau (VIB), and the regional supervisors for program administration. Each of these activities provides THP with a monthly report of expenditures. These monthly reports are compiled for the total monetary expenditures of the program.
 2. Vehicle inspection stations are tracked by VIB with a specialized software system designed to monitor information processed from new and renewal inspection station applications. Each station is entered into the database to allow for individual tracking and report computations. This database is screened against Department files containing suspension and revocation actions. The status of the stations is updated daily to maintain accurate data.
- **Method of Calculation:** The average cost is the result of a manual calculation using the expenditures contained in the budgetary database as a numerator and the number of vehicle inspection stations certified for any part of the time period, used as a denominator.

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- *Purpose/Importance:* This efficiency measure is used to determine the cost-effectiveness of the Department's administration of this program on a per station basis. This provides a budgetary planning tool for handling increases or decreases in the number of vehicle inspection stations within the program and assists in the allocation of Department resources.
- *Calculation Type:* Noncumulative
- *New Measure:* No
- *Desired Performance:* Lower than target
- *Key:* No

OUTPUT MEASURE 01-01-03-01

Number of Vehicle Inspection Stations Supervised

- **Short Definition:** The number of inspection stations supervised represents the total number of active certified stations whose licenses have been validated for two years and have been neither suspended nor revoked. Inspection stations are assigned to DPS field technicians who perform monitoring and [auditing/audit](#) functions monthly to ensure station compliance with the Department's inspection rules and regulations.
- **Data Limitations:** Although the measure parameters are well defined, accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating applications, renewing applications, and suspending and revoking licenses. The availability of this information is limited to special mainframe report programming; therefore, it requires a high skill level for report access.
- **Source/Collection of Data:** This information is tracked within a specialized software system designed to monitor information processed from new and renewal inspection station applications. The identification of each station is entered in the database to allow for individual tracking. All pertinent information on the station is also entered into the database. This information database is screened against Department files containing suspension and revocation actions. The status of the stations is updated daily to maintain accurate data.
- **Method of Calculation:** On the 10th of each month, a query of this database prepares a report. This query compiles and summarizes into a monthly report all the active certified stations whose licenses have not been suspended or revoked during that month. The yearly count includes all stations certified for any part of the year.
- **Purpose/Importance:** This measure shows potential trends of increases or decreases within the activity. It assists in the allocation of resources and determines the need for specific enforcement actions.
- **Calculation Type:** Noncumulative
- **New Measure:** No
- **Desired Performance:** Higher than target
- **Key:** No

OUTPUT MEASURE 01-01-03-02

Number of Inspectors Supervised

- **Short Definition:** The number of inspectors supervised is the total number of active certified station inspectors whose license has been validated for two years and has not otherwise been suspended or revoked. These station inspectors serve at unique station locations. DPS field technicians are assigned the responsibility for monitoring and auditing the inspectors' activity monthly for compliance with the Department's Vehicle Inspection Rules and Regulations.
- **Data Limitations:** Measure parameters are well defined. Accurate reporting of information data ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating applications, renewing applications, and suspending and revoking licenses. This information availability is limited to special mainframe report programming which demands a higher skill level for access.
- **Source/Collection of Data:** This data is tracked within a specialized software system designed to monitor information processed from new and renewal applications. Each inspector is entered into the system with a unique number so they can be tracked individually. This information is compared against Department files containing suspension and revocation actions.
- **Method of Calculation:** The number of inspectors is calculated by an automated count of the database. Since status changes are entered daily, this results in an accurate monthly total of all active certified inspectors. This data is compiled, screened, and then summarized into monthly reports used for comparisons. The yearly total is an adjusted count including all inspectors certified for any part of the year.
- **Purpose/Importance:** This measure tracks inspector movement and is intended to show developing trends within the population of vehicle inspectors. This measure assists the Department in determining the allocation of resources. It is a critically important tool in assessing training needs and determining when corrective actions can be most effectively implemented. It also helps identify specific needs for enforcement action.

- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-03-03

Number of Station Contacts

- Short Definition: The number of station contacts represents the total number of contacts between the Vehicle Inspection Service (VI) technicians and certified vehicle inspection stations. These contacts include visits to initiate certification, routine administrative visits, and investigative audits to include records, equipment, and overt and covert audits.
- Data Limitations: This data is limited by the accuracy of the reporting of information by VI Service personnel. It ultimately depends on the experience, skill, and efficiency of personnel responsible for filing weekly reports and the field supervisors who review those reports for accuracy. The retrieval of this information is further limited to special mainframe report programming which demands a high skill level for accessing the information in the proper format.
- Source/Collection of Data: Each VI technician prepares a weekly report listing all activities to include all contacts with certified vehicle inspection stations. Field supervisors first review these reports for accuracy, and then submit them to the Department for entry into the Automated Information Services (AIS) database.
- Method of Calculation: A report of all station contacts by type is compiled from the AIS database via Structured Query Language (SQL) query. This provides a numerical count of all contacts under the type coded as administrative contacts, certification contacts, compliance audits, and investigative contacts. These numbers added together produce a total number of station contacts by month.
- Purpose/Importance: This measure is intended to track VI Service technicians as well as ensuring program compliance. At a minimum, monthly record audits of each station are performed. Periodic performance audits, overt audits, and quality control audits will be performed. A minimum of three performance audits, two overt audits, and one covert audit are performed for each inspection lane.—This measure assists in determining the allocation of resources. It is an important tool in assessing specific needs for enforcement action and determining corrective action at the most effective time.
- Calculation Type: Cumulative

- *New Measure:* No
- *Desired Performance:* Higher than target
- *Key:* No

OUTPUT MEASURE 01-01-03-04

Number of Station/Inspector Enforcement Actions

- Short Definition: The number of station/inspector enforcement actions represents the combined total number of charges filed against or warnings issued to state certified vehicle inspectors and vehicle inspection stations.
- Data Limitations: This data is limited by the accuracy of the reporting of information by VI personnel. It ultimately depends on the experience, skill, and efficiency of personnel responsible for filing weekly reports and the field supervisors who review those reports for accuracy. The retrieval of this information is further limited to special mainframe report programming which demands a high skill level for accessing the information in the proper format.
- Source/Collection of Data: Each vehicle inspection technician prepares a weekly report listing all activities to include all enforcement actions, warnings, and charges prepared against both individual vehicle inspectors and inspection stations. Field supervisors first review these reports for accuracy and then submit them to the Department for entry into the Automated Information Services (AIS) database.
- Method of Calculation: A report of all enforcement actions by type is compiled from the AIS database via Structured Query Language (SQL) query. This provides a numerical count of all enforcement actions by type code. These numbers added together produce a total number of enforcement actions by month.
- Purpose/Importance: This measure is intended to track the level of compliance by certified vehicle inspectors and vehicle inspection stations within the program. This measure assists in determining the effectiveness of allocated resources for enforcement actions. It is an important measure to determine if corrective and enforcement actions implemented are effective, and whether additional measures should be initiated.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-03-05

Number of Station Certifications Suspended/Revoked

- **Short Definition:** The number of station certifications suspended or revoked represents the total number of active certified stations whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked. These stations, though unique in location, are assigned to DPS field technicians who continue to monitor them, ensuring the stations do not continue to conduct business as an inspection station during the administrative suspension or revocation.
- **Data Limitations:** The measure parameters are well defined. Accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating timely investigative reports pertaining to the suspension and revocation of licenses. The availability of this information is limited to queries of the databases. The database relies entirely on the timely filing of field investigative reports and hearing results. All computer systems have to be routinely polled and compared for accuracy.
- **Source/Collection of Data:** Each station is entered into an Excel spreadsheet, Access database, and Mainframe database. Each database is monitored and maintained by the Suspensions and Hearings section and are centrally located within DPS. Each activity is tracked individually and the information processed from investigative reports and hearing results are entered into these data systems. This data is then screened against other Department files containing suspension and revocation actions. This information is compiled, screened, and summarized into reports for comparison of previous years and to monitor trends that may be developing in a particular region or station.
- **Method of Calculation:** The number of stations suspended or revoked is calculated by an automated count of the database systems. This data is compiled, screened, and then summarized into a monthly report used for comparisons. The yearly total is an adjusted count including all stations certified but suspended or revoked for any part of the year.
- **Purpose/Importance:** This measure is intended to track the level of compliance within the program activity. It assists in determining the

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effectiveness of allocated resources identified for certain enforcement actions. It is an important measure because it helps determine if corrective and enforcement actions implemented are effective and whether additional measures should be initiated.

- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-03-06

Number of Inspector Certifications Suspended/Revoked

- **Short Definition:** The number of inspector certifications suspended or revoked represents the total number of active certified inspectors whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked. These inspectors, unique in location, are assigned to DPS field technicians in each respective region who are responsible for monitoring their activity for compliance.
- **Data Limitations:** The measure parameters are well defined. Accurate reporting of information ultimately depends on the experience, skill, and efficiency of personnel responsible for initiating timely investigative reports pertaining to suspending and revoking licenses. The availability of this information is limited to queries within the Mainframe and Access databases which rely entirely on the timely filing of field investigative reports. All systems have to be routinely polled and compared for accuracy.
- **Source/Collection of Data:** Each inspector is entered into an Excel spreadsheet, Access database, and Mainframe database. Each database is monitored and maintained by the Suspensions and Hearings section and are centrally located within DPS. This information is screened against other files containing suspension and revocation actions. Each inspector is tracked individually and data is compiled, screened, and summarized into reports used for comparison of previous years and to monitor trends that may be developing in a particular region or station.
- **Method of Calculation:** The number of suspended or revoked inspector certifications is calculated by an automated count of the database systems. This data is compiled, screened, and then summarized into a monthly report used for comparisons. The yearly total is an adjusted count including all active certified inspectors whose licenses have been validated for two years but due to enforcement actions are either suspended or revoked for any part of the year.
- **Purpose/Importance:** This measure is intended to track the level of inspector compliance within the program. It assists in determining the effective allocation of resources used and identifies certain needs in enforcement action. It is important because it helps determine if corrective and

enforcement actions are effective and whether additional measures need to be initiated.

- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-03-07 (REQUESTED DELETION)

Number of Inspection Certificates Sold to Stations

~~• Short Definition: The number of inspection certificates sold to stations provides an account of certificates physically sold to inspection stations based upon requisition reports filed by Headquarters and field personnel. It depicts program revenue generated through various agency sale outlets. This activity accounts for each certificate sold to locations of final distribution before physically being issued to a vehicle.~~

~~• Data Limitations: These measurements accurately define the activity parameter. Certificate availability is currently dependent on experienced, skilled, and efficient personnel responding to distribution needs. This system information is limited to queries within the Mainframe database and spreadsheets. It relies entirely on the timely processing and mailing in of field requisition reports. All systems have to be routinely polled and compared against treasury reports for accuracy.~~

~~• Source/Collection of Data: Each certificate serial number is entered into an Excel spreadsheet and Mainframe database, utilizing a document management imaging system designed to monitor and track information processed from requisition sale reports. This information is screened and reconciled against daily deposits and State Treasury reports. Each transaction is tracked separately, compiled, screened, and summarized into monthly cumulative reports.~~

~~• Method of Calculation: The number of inspection certificates sold to stations is calculated by an automated count of the database systems. This data is compiled, screened, and then summarized into a monthly report. The yearly total is an adjusted count including all certificates refunded during the year. Refunded certificates are tracked on a monthly basis. For the monthly totals of certificates sold, the number and type of certificates that were refunded are subtracted, which provides the actual number of certificates sold and actual amount of money that was collected after refunds. This can be done monthly, quarterly, or annually.~~

~~• Purpose/Importance: This measure helps to accurately track the revenue generated within the program and whether sales activity reflects true market conditions. This is important because it assists in determining statutory compliance and enforcement.~~

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- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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OUTPUT MEASURE 01-01-03-08 (REQUESTED DELETION)

Number of Inspection Certificates Issued to Vehicles

~~• Short Definition: The number of inspection certificates issued to vehicles provides an accurate account of inspection certificates physically issued. It depicts program activity generated through various inspection station sales outlets. This measure accounts for each certificate sold to station locations as part of the final distribution network by being physically issued to a vehicle.~~

~~• Data Limitations: These measurements accurately define the activity parameter. Reporting of this information physically depends on Department personnel ensuring that stations are monitored appropriately for certificate distribution. Certificate availability to the public is currently dependent on experienced, skilled, and efficient station personnel responding to distribution demands of our citizens. The system information is limited to queries within the Mainframe database, spreadsheets, and the document management imaging system. It relies entirely on the timely processing and mailing in of station log reports. All systems have to be routinely polled and compared against each other to promote accuracy.~~

~~• Source/Collection of Data: This information is derived from weekly station log reports filed by certified station personnel and submitted to Headquarters personnel for processing. The data is recorded in an Excel spreadsheet and document management imaging system designed to monitor information processed from station report logs. The information is screened and reconciled against weekly station reports. Each transaction is tracked separately then compiled, screened, and summarized into a monthly cumulative report for comparison to previous months and years.~~

~~• Method of Calculation: The total number of inspection certificates issued is calculated by an automated count of the database systems; Excel spreadsheet (compiles manual tabulations of safety inspections), Mainframe database, document management imaging system (compiles information from safety inspections) and the Vehicle Inspection Database (automatically compiles information from emissions inspections). DPS is in the process of developing a system that will automatically store, retrieve, and generate reports from all systems mentioned. The data from each system is screened and then summarized into monthly totals. The yearly total is an adjusted count. It includes all certificates issued, reported stolen or missing during the year.~~

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- ~~Purpose/Importance: The purpose of this measure is to accurately track distribution of certificates generated within the program and whether sales activity in comparison to network distributions reflects true market conditions. This aids in determining whether marketing strategies need to be adjusted or changed. It is important because it assists in determining if statutory requirements and enforcement standards are being met.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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OUTPUT MEASURE 01-01-03-09 (REQUESTED DELETION)

Number of Vehicles Inspected for Emissions Levels

- ~~Short Definition: The number of vehicles inspected with exhaust analysis through required vehicle emissions inspection and maintenance programs is the total number of vehicles which have undergone emissions testing as a result of a statutory requirement.~~
- ~~Data Limitations: The VID contains some entry errors. The database retains invalid records; however, they are placed in an invalid record file. Data is limited by analyzer communication problems and inspector entry errors.~~
- ~~Source/Collection of Data: Every vehicle emissions inspection and maintenance facility is required to use a state-approved vehicle exhaust analyzer. When a vehicle undergoes an emissions test, the analyzer transmits this data including the vehicle identification number (VIN) and vehicle license number to a contractor. The contractor maintains a central Vehicle Identification Database (VID) and statewide network for collecting, processing, transmitting, monitoring, and reporting vehicle emissions-related data.~~
- ~~Method of Calculation: On a monthly basis, the contract database is queried using standard Structured Query Language (SQL). These reports show the total number of vehicles which have undergone emissions testing in any time frame or other user selected criteria.~~
- ~~Purpose/Importance: This measure is used to track the level of compliance with the enhanced Inspection/Maintenance (I/M) Program contained in the revised State Implementation Plan (SIP) submitted by Texas Commission on Environmental Quality (TCEQ) to the U.S. Environmental Protective Agency (EPA). This I/M Program is designed to reduce hydrocarbon (HC), carbon monoxide (CO), and oxides of nitrogen (NO_x) emissions in ozone nonattainment areas. This program will result in clean air for the citizens of the state and prevent possible federal sanctions. This measure assists in determining the effectiveness of allocated resources in program compliance.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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OUTPUT MEASURE 01-01-03-10

Number of Covert Audits of Vehicle Emissions Inspection and Maintenance Facilities

- **Short Definition:** The number of covert audits of vehicle emissions inspection and maintenance facilities is the total number of covert audits, unannounced performance audits, of certified vehicle inspection stations and vehicle inspectors by DPS personnel.
- **Data Limitations:** The VID contains some data entry errors. The database retains invalid records; however, they are placed in an invalid record file. Data accuracy can be affected by analyzer communication problems or inspector data entry errors. The Access database is limited by the accuracy of the reporting of information by VI Service personnel. It ultimately depends on the experience, skill, and efficiency of personnel responsible for filing covert audit reports (VIE-6) and the field supervisors who review these reports for accuracy. The retrieval of this information is further limited to mainframe report queries, which demands a high skill level for accessing the information.
- **Source/Collection of Data:** Every vehicle emissions inspection and maintenance facility is required to use a state-approved vehicle exhaust analyzer. When a covert vehicle undergoes an emissions test, the analyzer transmits this data including the Vehicle Identification Number (VIN) and vehicle license number via a communications program to a contractor. The contractor maintains a central Vehicle Identification Database (VID) for collecting, processing, transmitting, monitoring, and reporting vehicle emissions-related data. Information on the vehicles used for covert audits is captured within this database. Additionally, covert audit results are recorded on a covert audit report (VIE-6). The information from these reports is routinely entered into an Access database maintained at DPS Headquarters.
- **Method of Calculation:** On a monthly basis, the VID is queried using Structured Query Language (SQL). These queries provide reports showing the total number of emissions exhaust tests, to include station and analyzer identification numbers, performed on the covert vehicles. Also monthly, the Access database containing the covert audit data is queried for information on exhaust emissions stations. These reports are then compared, correlated,

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and combined to produce the total number of covert audits of vehicle emissions inspection and maintenance facilities.

- Purpose/Importance: A covert audit requires DPS personnel to observe vehicle inspections, unannounced, to determine whether proper inspection techniques are utilized. These may be conducted with vehicles that are designed to fail an inspection to identify stations that may falsely pass a vehicle as well as the opposite case. Covert audits are performance audits conducted to comply with regulatory requirements in accordance with the revised State Implementation Plan (SIP) and the U.S. EPA's Inspection/Maintenance (I/M) Rule. To meet the SIP requirement, a minimum of one covert audit is performed at each inspection station for each active emissions analyzer.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

**OUTPUT MEASURE 01-01-03-11
(REQUESTED DELETION)**

~~Number of Vehicle Emissions Facilities Supervised~~

~~• Short Definition: The number of stations which inspect vehicles under the enhanced vehicle emissions testing program in counties within the state that have been designated as nonattainment counties under the Federal Clean Air Act by the U.S. Environment Protection Agency (EPA).~~

~~• Data Limitations: The only limitation on the number of vehicle emissions inspection and maintenance facilities is the basic design of the program. This program is based on the certification of private commercial endeavors whose decision is voluntary and based on their financial motivation; therefore, facility numbers will fluctuate based on circumstances.~~

~~• Source/Collection of Data: Every vehicle emissions inspection and maintenance facility is required to use a state-approved vehicle exhaust analyzer. This analyzer transmits this data including the facility identification number via a communications program to a contractor. This contractor maintains a central database and statewide network for collecting, processing, transmitting, monitoring, and reporting vehicle emissions-related data.~~

~~• Method of Calculation: The number of state-certified and DPS-supervised vehicle emissions inspection and maintenance facilities will be attained monthly from the contract database via standard computer reports. This count can be manually verified by a check of the paper records filed on certification approvals, revocations and suspensions, and resignations.~~

~~• Purpose/Importance: This measure is used to comply with the enhanced inspection/maintenance (I/M) program contained in the revised State Implementation Plan (SIP) submitted by Texas Commission on Environmental Quality (TCEQ) to the U.S. EPA. This I/M program is designed to reduce hydrocarbon (HC), carbon monoxide (CO), and nitrogen dioxide as well as nitrous oxide (NO_x) emissions that will result in clean air for the citizens of the state and prevent possible federal sanctions.~~

~~• Calculation Type: Noncumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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STRATEGY 01-01-04

BREATH AND BLOOD TESTING

Breath Alcohol and Blood Testing

Operate a scientific breath alcohol and blood testing program statewide. Supervise and maintain the program, train operators, and testify to its validity in court.

EFFICIENCY MEASURE 01-01-04-01

Average Cost of Supervising Breath Alcohol Test

- Short Definition: The average cost of supervising a breath test administered by breath test operators statewide over which DPS exercises technical supervision.
- Data Limitations: The number of breath tests supervised do not include invalid or incomplete tests.
- Source/Collection of Data: The cost is the total amount of the Breath Alcohol Testing Strategy annual appropriation. The number of breath alcohol tests administered over which DPS exercises technical supervision is obtained from the Breath Alcohol Testing central database.
- Method of Calculation: The Breath Alcohol Testing Strategy annual appropriation divided by the number of breath tests supervised.
- Purpose/Importance: Assuring the integrity of the statewide breath test program through technical supervision is the foundation upon which the entire program is based.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 01-01-04-01

Number of Breath Alcohol Tests Supervised

- Short Definition: Number of breath tests supervised statewide by DPS technical supervisors.
- Data Limitations: All breath test operators are proficiency tested in the two-month period of September through October. This creates a spike in the number of breath tests supervised in the first quarter. Despite this spike, all tests are supervised and processed. Also, the actual counts do not include invalid or incomplete tests.
- Source/Collection of Data: This comes from breath test data collected directly from the breath test instrument's computer software via telephone modem to DPS technical supervisors and then transferred electronically to DPS Headquarters on a monthly basis.
- Method of Calculation: Actual count of all valid breath tests under the supervision of DPS technical supervisors.
- Purpose/Importance: This measure addresses the extent to which breath test services were utilized by citizens under arrest for certain alcohol-related offenses. Scientifically credible forensic breath alcohol testing services afford those individuals under arrest for these offenses the opportunity to comply with the provisions of the Implied Consent Law.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

**OUTPUT MEASURE 01-01-04-02
(REQUESTED DELETION)**

Number of Breath Test Instruments Maintained

- ~~Short Definition: Number of breath test instruments statewide supervised by DPS technical supervisors.~~
- ~~Data Limitations: There are no significant data limitations for this measure.~~
- ~~Source/Collection of Data: Data is obtained from technical supervisors' monthly reports and reconciled with the computer data from the central database.~~
- ~~Method of Calculation: Actual count obtained from the technical supervisors' monthly reports.~~
- ~~Purpose/Importance: This measure is one of the major indicators of workload. Coupled with the very difficult to measure court caseload, it is used to assign relative workload throughout the state and to determine law enforcement needs regarding more or fewer breath test instruments.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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**OUTPUT MEASURE 01-01-04-03
(REQUESTED DELETION)**

~~Number of Breath Test Operators Supervised~~

~~• Short Definition: Number of breath test operators statewide supervised by DPS technical supervisors.~~

~~• Data Limitations: There are no significant data limitations for this measure.~~

~~• Source/Collection of Data: Data is obtained from technical supervisors' monthly reports and reconciled with the computer data from the central database.~~

~~• Method of Calculation: Actual count obtained from the technical supervisors' monthly reports.~~

~~• Purpose/Importance: Like the number of Breath Test Instruments maintained, this measure is important in determining relative workload and in determining law enforcement agencies' need for more or fewer breath test operators.~~

~~• Calculation Type: Noncumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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STRATEGY 01-01-05

CAPITOL COMPLEX SECURITY

Capitol Complex Security

Provide appropriate security for public officials and property.

EFFICIENCY MEASURE 01-01-05-01

Average Cost of Providing Security Service Per Building

- Short Definition: The average cost of providing uniformed officers, security workers, or contract security workers to protect areas serviced by [Region VII](#)~~the Capitol District~~.
- Data Limitations: None
- Source/Collection of Data: The cost is the total amount of the [Region VII](#)~~Capitol District~~ Strategy annual appropriation. The number of buildings is a manual count of facilities within the Capitol Complex and any facilities outside the complex that are served by [Region VII](#)~~the Capitol District~~.
- Method of Calculation: This measure is determined by dividing the number of buildings serviced by the [Region VII](#)~~Capitol District~~ Strategy annual appropriation.
- Purpose/Importance: Measures the cost to provide commissioned officers, security workers, or contract security workers placed in state buildings for security services for state officials, state employees, and the visiting public.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 01-01-05-01

Number of Parking Transactions

- Short Definition: The number of parking citations issued, parking permits issued, parking applications processed, disabled applications processed, transfers processed, parking spaces forfeited, parking appealed council hearings, vehicles towed, state building identification cards issued, and state building access cards issued.
- Data Limitations: This data is limited by the accuracy of the reporting of information by Parking Administration and Communications personnel. It also depends on the accuracy of data entered into the computer databases [and manual counts](#) by personnel.
- Source/Collection of Data: ~~Powerpark~~ Parking Management software collects the data for the number of parking citations issued and parking applications processed. A monthly report of electronic access card transactions is generated from the ~~Ccure800~~ electronic access computer program. Vehicles towed, identification cards issued, and parking council hearings are counted manually.
- Method of Calculation: The total of the above categories is added together to arrive at a ~~cumulative~~ total of parking transactions.
- Purpose/Importance: Indicates our statutory requirement of regulating parking in the Capitol Complex to provide the most efficient, equitable, and economical parking facilities for state officials, state employees, and the visiting public.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-05-02

Hours of Security Provided

- Short Definition: Actual man-hours of on-site building security provided by [Region VII Capitol District](#) personnel and [contract private security workers](#). ~~privately contracted security workers.~~
- Data Limitations: This data is limited by the accuracy of the reporting of information by [Region VII Capitol District](#) and private security employees.
- Source/Collection of Data: All [Region VII Capitol District](#) officers and security workers prepare a weekly report listing all security hours worked. The private security company provides [Region VII Capitol District](#) with documentation of the number of hours of security provided at each building on a weekly basis.
- Method of Calculation: The total number of security hours worked by [Region VII Capitol District](#) and [private security](#) employees ~~and private security~~ are added together to arrive at the total hours of security provided.
- Purpose/Importance: This measure shows the number of hours required to staff buildings in the Capitol Complex and other state office buildings in order to adequately ensure the safety of state officials, state employees, and visitors to the complex.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 01-01-05-03

Number of Investigations

- Short Definition: The number of criminal offenses that are investigated.
- Data Limitations: This data is limited by the accuracy of the computer program being used.
- Source/Collection of Data: Using a location specific ~~FoxPro~~ Database Program, the number of criminal offense reports taken are tabulated. These reports are abstracted from actual reports that require some level of investigation.
- Method of Calculation: Monthly reports are generated from the ~~FoxPro~~ computer program.
- Purpose/Importance: To track the level of criminal activities reported and detected in the Capitol Complex. The measure helps establish if a trend or pattern is developing in criminal activities at specific locations and where resources and enforcement efforts should be directed.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

**OUTPUT MEASURE 01-01-05-04
(REQUESTED DELETION)**

Number of Enforcement Actions

- ~~Short Definition: Number of traffic and criminal citations and warnings issued.~~
- ~~Data Limitations: Data is limited by the accuracy of reporting the information by Capitol Officers. Retrieval of information is limited to special mainframe report programming which demands a high skill level for accessing the information in the proper format.~~
- ~~Source/Collection of Data: Using the Automated Information Services (AIS), the number of traffic and criminal citations and warnings are tabulated. This data is based on the actual number of citations and warnings entered into the computer system.~~
- ~~Method of Calculation: The total of all citations and warnings issued by Capitol Officers is compiled into a cumulative total.~~
- ~~Purpose/Importance: This measure addresses actual police actions or interventions by DPS officers that address driver behaviors and vehicle conditions that contribute to the frequency and/or severity of traffic crashes. Additionally, it includes police efforts to control or curb criminal activity within the Capitol Complex.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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GOAL 02

DRIVER SAFETY AND RECORDS

Driver Safety and Records

To ensure the competency of Texas drivers through licensing and the management of licensing and traffic safety records.

OBJECTIVE 02-01

DRIVER SAFETY AND RECORDS

Driver Safety and Records

To improve traffic safety through licensing of competent drivers and the management of licensing and traffic safety records.

OUTCOME MEASURE 02-01-01 (REQUESTED DELETION)

Percent Driver License Records with Social Security Number

- ~~Short Definition: Percentage of driver license records on file with the Department that includes a Social Security Number.~~
- ~~Data Limitations: Upon issuance of a driver license, the collection of the Social Security Number is a mandatory requirement; however, the percentage of Social Security Numbers collected is limited to the number of eligible drivers making application for issuance. DPS currently has the capability to verify Social Security Numbers through the Social Security Administration.~~
- ~~Source/Collection of Data: Data is collected from applicants at the time of issuance for the application/renewal of a driver license. Driver License personnel verify the authenticity of data collected according to established rules defining source document acceptance. Verified data is entered and stored in the Department's mainframe computer in the Driver License File.~~
- ~~Method of Calculation: Percentage is calculated through a program designed to search each driver license record maintained on the Department's mainframe computer that contains a Social Security Number (Social Security Number Query). Percentage is derived by comparing the total number of driver license records found with a Social Security Number against the total number of driver license records on file.~~
- ~~Purpose/Importance: Measure identifies, by percentage, the extent to which drivers license records include a Social Security Number. Data is collected in accordance with both federal and state laws. The Department collects the Social Security Number of all driver license applicants for child support enforcement purposes. The Department is also authorized by state and federal law to use the Social Security Number of the applicant for identification purposes.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Lower than target~~
- ~~Key: No~~

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OUTCOME MEASURE 02-01-02

Percentage of Driver Responsibility Program Surcharges Collected

- **Short Definition:** The percentage of surcharge funds collected compared to the amount of surcharges billed for the Driver Responsibility Program.
- **Data Limitations:** None
- **Source/Collection of Data:** The Department will compare ~~analyze~~ the amount of funds deposited to the State Comptroller of Public Accounts to ~~versus~~ the amount of surcharges billed by the Driver Responsibility Program ~~vendor to individuals assessed a surcharge.~~
- **Method of Calculation:** A ~~mainframe~~ computer report is generated to calculate the assessments billed by the Driver Responsibility Program ~~vendor~~. A monthly revenue deposit is made to the Comptroller of Public Accounts. ~~A~~ The percentage is obtained from the billed and collection sources.
- **Purpose/Importance:** To reflect the level of compliance with the requirements placed on drivers by the Driver Responsibility Program.
- **Calculation Type:** Noncumulative
- **New Measure:** Yes
- **Desired Performance:** Higher than target
- **Key:** No

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OUTCOME MEASURE 02-01-03
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Number of Driver Improvement Actions Taken

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Definition: Driver Improvement actions taken includes all suspension, revocation, cancellation, disqualification, denial, prohibition, and probation orders issued within a fiscal year.

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Data Limitations: None.

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Data Source: Cases processed by the Driver Improvement and Compliance Bureau are compiled from weekly status reports in the Driver License System (DLS) and totaled into a quarterly and annual summary of actions.

Methodology: These figures are accumulated through various computer-generated reports. This percent will represent the number of enforcement actions taken divided by total number of driver records for both licensed and unlicensed.

Purpose: The volume of driver improvement actions taken against drivers in the State of Texas is used to monitor and detect trends concerning driver safety, financial responsibility, and identification of problem drivers.

Calculation Method: Cumulative

New Measure: Yes

Target: ↓

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OUTCOME MEASURE 02-01-04
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Number of Criminal Arrests

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Definition: Number of criminal arrests (nontraffic) executed by Driver License commissioned personnel as a result of a criminal investigation.

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Data Limitations: As this process is not automated, the completeness and accuracy of the reported information limits this data.

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Data Source: Data is entered onto Driver License Field Activity reports and subsequently entered into the Automated Information System (AIS) and abstracted from this source.

Methodology: Data is manually entered into the Automated Information System (AIS) and taken from this source. Total Number of criminal arrests divided by number of DLD commissioned personnel.

Purpose: This measure demonstrates the importance of commissioned personnel within field Driver License offices and demonstrates the amount of criminal activity being detected by Driver License personnel.

Calculation Method: Cumulative

New Measure: No

Target: H

Key:

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OUTCOME MEASURE 02-01-05
(REQUESTED NEW)

Average Number of Criminal Investigations

Definition: Average number of Criminal investigations conducted by Driver License Commissioned personnel.

Data Limitations: Reports from two separate systems will need to be combined and calculated manually. Failure to enter or incorrect entry into one of the systems (AIS or CLERIS) could affect the accuracy of the data.

Data Source: Data is entered onto a Driver License Field activity report and subsequently entered into the Automated Information Services (AIS) or CLERIS.

Methodology: Percentage would be calculated based on the number of Criminal Investigations compared to the number of Driver License Commissioned personnel.

Purpose: This measure demonstrates the amount of criminal activity being detected by the Driver License Division.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: N

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OUTCOME MEASURE 02-01-06
(REQUESTED NEW)

Percent Driver License Records with Social Security Number Verified

Definition: Percentage of driver license records on file with the Department that includes a verified Social Security Number.

Data Limitations: The percentage of Social Security Numbers collected is limited to the number of eligible drivers making application for issuance. DPS currently verifies Social Security Numbers through the Social Security Administration.

Data Source: Data is collected from applicants at the time of issuance for the application/renewal of a driver license. Driver License personnel verify the authenticity of data collected according to established rules defining source document acceptance and verification by the Social Security Administration. Verified data is entered and stored in the Department's computer in the Driver License File.

Methodology: Percentage is calculated through a program designed to search each driver license record maintained that contains a verified Social Security Number. Percentage is derived by comparing the total number of driver license records against the total number of driver license records with a verified Social Security Number on file.

Purpose: Measure identifies, by percentage, the extent to which drivers license records include a verified Social Security Number. Data is collected in accordance with both federal and state laws. The Department collects the Social Security Number of all driver license applicants for child support enforcement purposes. The Department is authorized by state and federal law to collect the Social Security Number of the applicant for identification purposes.

Calculation Method: Non Cumulative

New Measure: Yes

Target: Higher

Key:

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STRATEGY 02-01-01

DRIVER LICENSE AND RECORDS

Driver License and Records

Ensure the competency of Texas drivers through testing of new drivers, determining the eligibility of renewal applicants, and through the improvement or delicensing of problem drivers.

EFFICIENCY MEASURE 02-01-01-01

Average Cost to Operate Driver License Office

- Short Definition: The average cost to operate one Driver License Office within the State of Texas.
- Data Limitations: Number of field offices varies periodically and could increase or decrease the average cost.
- Source/Collection of Data: [The amount of money expended by the Driver License Field Service as reported on Accounting budget reports and the number of Driver License Office lanes in operation as maintained by the Driver License Division.](#) ~~The amount of money budgeted to Driver License Field Services and the number of Driver License offices maintained.~~
- Method of Calculation: Divide the total ~~amount expended~~ [budget of](#) by the Driver License Field Service by the number of Driver License offices in operation [by issuance lane](#).
- Purpose/Importance: The measure demonstrates the importance of legislative appropriation for this agency and demonstrates the annual expenditures associated with the average daily maintenance (including lease costs) of a Driver License office.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

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EFFICIENCY MEASURE 02-01-01-02

Days to Process Safety Responsibility Compliance/Reinstatement

- **Short Definition:** The number of days to process compliance and withdraw suspension action initiated under the [Texas Law. Safety Responsibility Law.](#) Processing cycle from date received by the Department includes Mail Operations, Central Cash Receiving, and [Driver Improvement and Compliance Safety Responsibility](#) processing time.
- **Data Limitations:** Number of compliance documents submitted.
- **Source/Collection of Data:** Using the Department's receipt date maintained on [the Tokopen](#) Image File and date of clearance on the driver record history, ~~the~~ [The](#) information is verified by [an evaluator technician in Tokopen Image File.](#)
- **Method of Calculation:** ~~Date the clearance was applied to the history minus the date the item was received by the Department. Receipt date minus clearance date.~~
- **Purpose/Importance:** To reflect and maintain an expedient turn around time of compliance items processed.
- **Calculation Type:** Cumulative
- **New Measure:** No
- **Desired Performance:** Lower than target
- **Key:** No

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EFFICIENCY MEASURE 02-01-01-03
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Average Cost to Maintain Driver Records

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Definition: Provides an average cost to maintain an individual driver record based on the total number of records in file and the Division budget.

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Data Limitations: The projection may be externally influenced by out-of-state record transfers, population trends and fluctuation in duplicate issuances.

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Data Source: The amount of money expended by the Driver License Division as reported in the monthly accounting budget reports and the total number of driver license, identification card and unlicensed records captured and maintained in the Driver License System.

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Methodology: Divide the total amount of funds expended by the total number of records (driver license, identification card and unlicensed) contained in the Driver License System.

Purpose: The measure demonstrates the importance of legislative appropriation for this agency and demonstrates the annual expenditures associated with the average daily cost to operate and perform all objectives assigned to the Driver License Division.

Calculation Method: Non Cumulative

New Measure: Yes

Target: Lower

Key: No

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OUTPUT MEASURE 02-01-01-01

Number of Examinations Administered

- Short Definition: Using ~~THE Driver License System~~~~Texas Highway Patrol's Automated Information Services (AIS)~~, the number of vision, written, and driving examinations performed per technician/examiner administered ~~tabulates vision, automated written, oral, and driving examinations conducted.~~
- Data Limitations: As this process requires manual calculation and data entry, the completeness and accuracy of the reported information limits this data.
- Source/Collection of Data: Driver License System (DLS). Each time a test is administered, the results (pass, fail, or waived) are captured and stored in the test history within the DLS Field Activity Reports.~~This data is manually entered into the Automated Information Services (AIS) and taken from this source.~~ Formatted: Font: (Default) Arial, 12 pt
- Method of Calculation: Driver License System will generate a report that provides the total number of tests (by type) administered with quarterly and annual totals. This total will be divided by the total number of technician/examiner FTEs minus 10% (average vacancy rate) to determine the average number of examinations performed per FTE.~~Total number is taken from actual tests performed as reported by Driver License field personnel.~~ Formatted: Font: (Default) Arial, 12 pt
- Purpose/Importance: This measure demonstrates the volume of examinations given annually by Driver License field personnel. Data is used to demonstrate increase/decrease in examinations administered.
- Calculation Type: Non Cumulative ~~Cumulative~~
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

OUTPUT MEASURE 02-01-01-02

Number of Driver Licenses Issued

- Short Definition: Number of originals, renewals, and duplicate driver licenses issued to citizens of the State of Texas.
- Data Limitations: Data is based on previous issuance activity and cannot predict an exact number of driver license issues. The projection may be externally influenced by out-of-state record transfers and population trends.
- Source/Collection of Data: Data is collected from a monthly mainframe computer application. A cumulative statistics total is used to project the number of anticipated driver license issuance.
- Method of Calculation: A mainframe computer application generated monthly calculates cumulative statistics used to project driver license issuance. Projections are based on historical issuance data.
- Purpose/Importance: This measure reflects the anticipated number of driver license issuance based on current cumulative issuance statistics. The projection is used to determine anticipated workloads. It demonstrates the importance of legislative appropriations for this agency and reflects the annual cost associated with driver license issuance.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 02-01-01-03
(REQUESTED DELETION)

Number of Driver Improvement Actions Taken

~~• Short Definition: Driver Improvement actions taken include all suspension, revocation, cancellation, disqualification, denial, prohibition, and probation orders issued within a fiscal year.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: Cases processed are totaled and manually compiled from weekly status reports (counts) into a quarterly and annual summary of actions.~~

~~• Method of Calculation: These figures are accumulated through manual compilation and various computer-generated reports and through manual calculation.~~

~~• Purpose/Importance: The volume of driver improvement actions taken is used as a measurement to project Full-Time Employees and fiscal resource needs of the Driver Improvement Bureau. These actions are monitored to detect trends concerning driver safety, financial responsibility, and identification of problem drivers.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Lower than target~~

~~• Key: No~~

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**OUTPUT MEASURE 02-01-01-04
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Number of Criminal Arrests

- ~~Short Definition: Number of criminal arrests (nontraffic) executed by Driver License commissioned personnel as a result of a criminal investigation.~~
- ~~Data Limitations: As this process is not automated, the completeness and accuracy of the reported information limits this data.~~
- ~~Source/Collection of Data: Data is entered onto Driver License Field Activity reports and subsequently entered into the Automated Information Services (AIS) and abstracted from this source.~~
- ~~Method of Calculation: Data is manually entered into the Automated Information Services (AIS) and taken from this source.~~
- ~~Purpose/Importance: This measure demonstrates the importance of commissioned personnel within field Driver License offices and demonstrates the amount of criminal activity being detected by Driver License personnel.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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**OUTPUT MEASURE 02-01-01-05
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~~Number of Traffic Warrants Served~~

- ~~• Short Definition: Number of traffic warrants served by Driver License commissioned personnel as a result of apprehension within the Driver License offices.~~
- ~~• Data Limitations: As this process is not automated, the completeness and accuracy of the reported information limits this data.~~
- ~~• Source/Collection of Data: Data is entered onto Driver License Field Activity reports and subsequently entered into the Automated Information Services (AIS) and taken from this source.~~
- ~~• Method of Calculation: Data is manually entered into the Automated Information Services (AIS) and taken from this source.~~
- ~~• Purpose/Importance: Measure demonstrates the importance of commissioned personnel within Driver License Field offices and demonstrates the amount of wanted persons being detected and arrested by DL personnel.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Higher than target~~
- ~~• Key: No~~

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**OUTPUT MEASURE 02-01-01-06
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~~Number of Driver Records Established and Maintained~~

- ~~• Short Definition: Total number of driver license records maintained in the Driver License mainframe computer file. This number includes both active and inactive driver licenses and their history file.~~
- ~~• Data Limitations: Information is subject to the accuracy of source entry. Numbers fluctuate with the entry and deletion of records according to established standards.~~
- ~~• Source/Collection of Data: A mainframe computer application generated monthly to calculate cumulative statistics for total number of records on file. Records in the Driver License mainframe computer file are established in Driver License offices and through data entry at Headquarters.~~
- ~~• Method of Calculation: Reports are generated by the Information Management Service staff from the Driver License mainframe file to tabulate all records on this file.~~
- ~~• Purpose/Importance: The number of records is used to determine staffing, equipment, and procedure requirements to better serve the public.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Higher than target~~
- ~~• Key: No~~

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OUTPUT MEASURE 02-01-01-07

Number of Identification Cards Issued

- Short Definition: Number of originals, renewals, and duplicate identification cards issued to citizens of the State of Texas.
- Data Limitations: Data is based on previous issuance activity and cannot predict an exact number of identification card issues. The projection may be externally influenced by population trends.
- Source/Collection of Data: Data is collected monthly from a mainframe computer application. A cumulative statistics total is used to project number of anticipated identification card issuance.
- Method of Calculation: An automated program generated monthly calculates cumulative statistics used to project identification card issuance. Projections are based on historical issuance data.
- Purpose/Importance: This measure reflects the anticipated number of identification cards issuance based on current cumulative issuance statistics. The projection is used to determine anticipated workloads. It demonstrates the importance of legislative appropriations for this agency and reflects the annual costs associated with identification cards issued.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

**OUTPUT MEASURE 02-01-01-08
(REQUESTED DELETION)**

~~Number of Safety Responsibility (SR) Suspension Actions Taken~~

- ~~• Short Definition: Safety Responsibility enforcement actions include all suspension orders issued under the administration of the Safety Responsibility Law.~~
- ~~• Data Limitations: None~~
- ~~• Source/Collection of Data: Cases processed are totaled and manually compiled into a quarterly and annual summary of actions using Safety Responsibility Bureau reports.~~
- ~~• Method of Calculation: These figures are accumulated through manual compilation and various computer-generated reports and through manual calculation.~~
- ~~• Purpose/Importance: Totals are used as a measurement to allocate staffing and resources. These actions are also monitored to detect trends concerning driver financial responsibility.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Lower than target~~
- ~~• Key: No~~

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**OUTPUT MEASURE 02-01-01-09
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~~Number of Safety Responsibility Compliances/Reinstatements Processed~~

- ~~• Short Definition: The total number of individuals filing full compliance to clear the suspension of the driving privileges.~~
- ~~• Data Limitations: Increase or decrease in convictions would affect the number of compliance items processed.~~
- ~~• Source/Collection of Data: The Department receives notification of convictions from the courts to be placed on drivers' histories and orders of suspensions are then sent to the individuals. The Safety Responsibility Bureau processes all compliance items submitted to reinstate licenses of those individuals.~~
- ~~• Method of Calculation: A mainframe computer application is generated monthly and calculates statistics of compliance/lifts codes applied to the driver's record.~~
- ~~• Purpose/Importance: To reflect the number of drivers that have complied with the requirements placed on them by the Safety Responsibility Act and Driver License Law. To monitor and compare the number of drivers suspended to those who have complied.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Higher than target~~
- ~~• Key: No~~

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**OUTPUT MEASURE 02-01-01-10
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Number of Occupational Driver Licenses Issued

- ~~Short Definition: Total number of all occupational driver licenses issued to a suspended driver to operate a motor vehicle in the performance of their occupation or trade.~~
- ~~Data Limitations: Increase or decrease in convictions would affect the number of occupational licenses issued.~~
- ~~Source/Collection of Data: The Department receives the court order, certified proof of financial responsibility in the form of an SR-22 liability insurance certificate and fee from the suspended individual or his legal representation. The Safety Responsibility Bureau evaluates all requests for occupational licenses to verify all criteria are met.~~
- ~~Method of Calculation: A mainframe computer application is generated monthly and calculates cumulative statistics for occupational license issuance.~~
- ~~Purpose/Importance: To reflect the number of occupational licenses issued. An occupational license permits a suspended driver the opportunity to operate a motor vehicle within the guidelines of a court order.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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OUTPUT MEASURE 02-01-01-11
(REQUESTED NEW)

Number of Texas Driver Licenses Canceled Due To Fraudulent Issuance

Definition: Number of driver licenses canceled due to fraudulent issuance.
Fraudulent issuance is where an individual has obtained a Texas driver license through deception.

Data Limitations: None

Data Source: Driver License Records/Driver License Fraud Investigations

Methodology: Manual tabulation of cancelled driver licenses due to fraudulent issuance.

Purpose: To measure the effectiveness of Driver License fraud investigations.

Calculation Method: Cumulative

New Measure: Yes

Target: Lower

Key: No

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STRATEGY 02-01-02

DRIVER LICENSE REENGINEERING

Driver License Reengineering

Improve the management of driver license records through the reengineering of driver license software and replacement of computer hardware.

STRATEGY 02-01-03
(REQUESTED DELETION)

~~TRAFFIC CRASH RECORDS~~

~~Traffic Crash Records~~

~~Manage the traffic crash records system and measure the effectiveness of safety programs.~~

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**EFFICIENCY MEASURE 02-01-03-01
(REQUESTED DELETION)**

~~Percent of Necessary Data Collected About Each Traffic Crash~~

~~• Short Definition: Data collected from each of the Texas Peace Officer's reports in the administration of the Crash Records Information System. Information from the crash report is entered into the Crash Records Information System as data elements. In order to facilitate traffic engineering and traffic safety needs, TxDOT and the Federal Government (National Highway Traffic Safety Administration, and Federal Motor Carrier Safety Administration) indicate what information to capture and code as data elements.~~

~~• Data Limitations: Failure of investigating agencies to submit Crash reports.~~

~~• Source/Collection of Data: Texas Peace Officer's Crash reports submitted by Texas Law enforcement agencies as well as data analyzed and coded into the Crash Records Information System.~~

~~• Method of Calculation: Number of elements coded are averaged and multiplied by the number of Texas Peace Officer's reports processed.~~

~~• Purpose/Importance: Crash data is the primary source for statistics used in evaluating the effectiveness of safety programs, determining rural 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.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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**EFFICIENCY MEASURE 02-01-03-02
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Average Cost Per Crash Report

- ~~Short Definition: Average cost of processing a crash report through set procedures.~~
- ~~Data Limitations: Failure of investigating agencies to submit crash reports.~~
- ~~Source/Collection of Data: Accounting and Budget Control utilizes the legislatively appropriated funds and the number of crash reports to obtain this measure.~~
- ~~Method of Calculation: Calculated by dividing the total legislatively appropriated funds by the number of crash reports processed. The number of reports processed is provided by Crash Records Bureau.~~
- ~~Purpose/Importance: To identify cost of processing each crash report received in Crash Records Bureau (CRB).~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Lower than target~~
- ~~Key: No~~

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**OUTPUT MEASURE 02-01-03-01
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Number of Crash Reports Processed

- ~~Short Definition: Number of Texas Peace Officer's Crash Reports and Driver's Crash Reports received by the Crash Records Bureau (CRB).~~
- ~~Data Limitations: Failure of law enforcement agencies and drivers to submit crash reports.~~
- ~~Source/Collection of Data: Law Enforcement Investigating agencies and drivers submit crash reports to Crash Records Bureau. The reports are analyzed and stored in the Crash Records Information System data warehouse.~~
- ~~Method of Calculation: The Crash Records Information System provides a count of the number of Texas Peace Officers reports and the number of Driver's Crash Reports processed through the system.~~
- ~~Purpose/Importance: Crash data is the primary source for statistics used in evaluating the effectiveness of safety programs, determining rural 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.~~
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

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STRATEGY 02-01-04
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CRASH RECORDS INFORMATION SYSTEM

~~Crash Records Information System~~

~~Implement an automated Crash Records Information System to replace the current manual system.~~

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STRATEGY 02-01-05

MOTORCYCLE OPERATOR TRAINING

Motorcycle Operator Training

Administer statewide training programs to ensure safety and competency of motorcycle operators.

OUTPUT MEASURE 02-01-05-01

Number of Motorcycle and All-Terrain Vehicle Students Trained

- Short Definition: The total number of students trained in the Basic and Advanced Motorcycle Operator Training Courses and the All-Terrain Vehicle (ATV) RiderCourse.
- Data Limitations: None
- Source/Collection of Data: The data source for the number of motorcycle and ATV students trained is the Microsoft Access database maintained by the Motorcycle Safety Unit. Motorcycle safety course student data is entered in the database from course documentation provided by the entities conducting the courses. The ATV student database is appended by data received electronically from the ATV Safety Institute.
- Method of Calculation: Total number of motorcycle and All-Terrain Vehicle students are retrieved via a query from the respective motorcycle and All Terrain-Vehicle student databases.
- Purpose/Importance: The Motorcycle Safety Unit is tasked to provide knowledge relating to the safe operation of motorcycles (Texas Transportation Code, Chapter 662). The Basic and Advanced Motorcycle Operator Training Courses are conducted by public and private entities, contracted and/or licensed by the Department, to offer the courses. The All-Terrain Vehicle RiderCourse is required by Texas Transportation Code, Chapter 663, and is taught via a letter of agreement with the All-Terrain Vehicle Safety Institute.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 02-01-05-02

Number of Motorcycle and All-Terrain Vehicle Items Produced

- Short Definition: The total amount of material produced by the Motorcycle Safety Unit that promotes motorcycle safety, motorist awareness of motorcycles, and ATV safety.
- Data Limitations: None
- Source/Collection of Data: The data source for the number of motorcycle and ATV Public Information and Educational material produced is the receiving documents for promotional material ordered and received during the fiscal year.
- Method of Calculation: Motorcycle Safety Unit staff members manually calculate the total from receiving documents.
- Purpose/Importance: Texas Transportation Code, Chapter 662, tasks the Department to provide knowledge relating to the safe operation of motorcycles and motorists awareness of motorcycles to the citizens of Texas. The All-Terrain Vehicle operator education and certification program and related information is addressed in Texas Transportation Code, Chapter 663. The Motorcycle Safety Unit generates Public Information and Educational (PI&E) material for both programs.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 02-01-05-03

Number of Motorcycle and ATV Public Information and Educational (PI&E) Items Distributed

- Short Definition: The total number of items distributed by the Motorcycle Safety Unit promoting motorcycle safety, motorist's awareness of motorcycles, and All-Terrain Vehicle safety.
- Data Limitations: None
- Source/Collection of Data: The data source for the number of motorcycle and All-Terrain Vehicle Public Information and Educational items distributed is the filled requests for material received from the entities offering motorcycle operator training and from motorcycle dealerships, rider organizations, schools, other governmental entities, and the general public.
- Method of Calculation: Motorcycle Safety Unit staff manually calculates the total from the material requests.
- Purpose/Importance: The Motorcycle Safety Unit provides knowledge relating to the safe operation of motorcycles, and motorists awareness of motorcycles, to the citizens of Texas as required by Texas Transportation Code, Chapter 662. The Motorcycle Safety Unit promotes the All-Terrain Vehicle operator education and certification program and related information as addressed in Texas Transportation Code, Chapter 663.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

GOAL 03

PREVENT AND DETECT CRIME

Prevent and Detect Crime

To promote the preservation of the peace and the prevention and detection of crime.

OBJECTIVE 03-01

REDUCE CRIMINAL ACTIVITY

Reduce Criminal Activity

To reduce death, injury, and economic loss by working to reduce criminal activity in Texas.

OUTCOME MEASURE 03-01-01

Annual Texas Crime Index Rate

- Short 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.
- Data Limitations: None
- Source/Collection of Data: 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.
- Method of Calculation: 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.
- Purpose/Importance: This measure is used to gauge fluctuations in the overall volume and rate of crime known by Texas law enforcement agencies.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: Yes

OUTCOME MEASURE 03-01-02
(REQUESTED NEW)

Percent Reduction In Undocumented Aliens/Immigrants Crossing The Texas/Mexico Border

Definition: Percent reduction in undocumented aliens/immigrants crossing the Texas/Mexico border.

Data Limitations: The data is limited to those illegal border crossings observed and reported by law enforcement.

Data Source: US Border Patrol reporting to the Joint Operations Intelligence Centers.

Methodology: Manual tabulation and comparison against previously reported data.

Purpose: To measure and determine the effectiveness of enforcement activities in controlling illegal entry into Texas.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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OUTCOME MEASURE 03-01-03
(REQUESTED NEW)

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Percentage of Conclusive Polygraph Examinations Administered

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Definition: The percentage of conclusive polygraph examinations, either No Deception Indicated (NDI) or Deception Indicated (DI), conducted by each commissioned polygraph examiner/investigator.

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Data Limitations: Polygraph examinations scheduled but cancelled and polygraph examinations conducted without a conclusive result (Inconclusive, No Opinion, or Refusal) are not counted.

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Data Source: The data is obtained from each examiner/investigator on a standardized monthly report. This data is the actual count of contacts with a polygraph subject and/or submitting official.

Methodology: Number of conclusive polygraph examinations divided by the total number of examinations conducted, and reported as a percentage.

Purpose: Accurately identifies productivity that the polygraph examiners provide to criminal investigators and pre-employment background investigators. The conclusive polygraph exam, either NDI or DI, allows the criminal investigator to focus the investigation on either identifying a suspect or clearing an innocent party. Likewise, the conclusive exam allows the background investigator to better identify qualified applicants for Trooper or Police Communications Operator.

Calculation Method: Cumulative

New Measure: Yes

Target: H

Key: N

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STRATEGY 03-01-01

NARCOTICS ENFORCEMENT

Narcotics Enforcement Program

Direct enforcement efforts against illegal drug trafficking, supervise controlled substance registration, and administer other facets of the narcotics enforcement program.

EFFICIENCY MEASURE 03-01-01-01

Average Cost of Investigation

- Short Definition: The total expended funds ~~for the Narcotics Service~~ divided by the total number of investigations, reports written, and assists.
- Data Limitations: None
- Source/Collection of Data: Monthly summaries are compiled from weekly activity reports and are submitted electronically to the Headquarters office. Summaries are then combined with Headquarters ~~summaries and one summary for the entire service submitted.~~
- Method of Calculation: ~~Narcotics-The~~ Service retrieves the total number of investigations, reports written, and assists, both manually and by utilizing the ~~new~~-reporting system. The ~~expended fundsannual budget~~ for the ~~Narcotics Service~~ ~~is~~ divided by the number of investigations and assists.
- Purpose/Importance: The ~~Criminal Law Enforcement Division~~~~Narcotics Service~~ is a criminal investigative branch of the ~~Criminal Law Enforcement Division,~~ Texas Department of Public Safety, and is responsible for the investigation and analyses of a wide array of crimes with an emphasis on multi-offender and multi-jurisdictional offenses and assisting other local, federal, and state law enforcement agencies. This cost figure provides a means to measure the projected cost of operating this service.
- Calculation: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

EXPLANATORY MEASURE 03-01-01-02

Number of Controlled Substance Schedule II, III, IV, and V Prescriptions Processed

- Short Definition: The number of cashed (used for dispensing controlled substances) Schedule II, III, IV, and V prescriptions processed and evaluated.
- Data Limitations: None
- Source/Collection of Data: The data is obtained when registrants send a copy of the cashed prescription to the Controlled Substances Section of the Narcotics Service.
- Method of Calculation: The manual tabulation of Schedule II, III, IV, and V prescriptions received in the Controlled Substances Section, and processed into the database.
- Purpose/Importance: Evaluation of the cashed Schedule II, III, IV, and V prescriptions is performed to ensure compliance with the controlled substance regulations and to determine whether criminal activity has occurred.
- Calculation: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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**EXPLANATORY MEASURE 03-01-01-03
(REQUESTED DELETION)**

Number of Precursor Chemical Applications Processed

- ~~Short Definition: The number of applications received for Precursor Apparatus permits.~~
- ~~Data Limitations: None~~
- ~~Source/Collection of Data: The data is obtained as applications are received requesting the permits.~~
- ~~Method of Calculation: A manual count of the applications is maintained and then compiled for a total.~~
- ~~Purpose/Importance: The program purpose is to track the sale of precursor chemicals and laboratory apparatus and to identify the purchases. This measure has been very effective in the past in deterring the illegal use of the regulated items.~~
- ~~Calculation: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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EXPLANATORY MEASURE 03-01-01-04

Dollar Amount of Narcotics Service Seized Assets Awarded

- Short Definition: The total dollar value assets from Narcotics Service investigations awarded to the Department of Public Safety.
- Data Limitations: This does not progressively track with assets originally reported as seized because of a number of differing factors, i.e. state and federal asset sharing agreements, court settlements and appeals that determine an awarding of assets.
- Source/Collection of Data: The dollar value of awarded assets is obtained from weekly activity reports submitted by field investigators.
- Method of Calculation: The total dollar value of awarded assets is collected from weekly/monthly activity reports for an overall total. These totals are a historical comparison.
- Purpose/Importance: This is one indicator of the success in the ability of the Narcotics Service to locate and seize assets from the enterprise of drug trafficking organizations.
- Calculation: Cumulative
- New Measure: Yes
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 03-01-01-01

Number of Investigative, Intelligence, and Administrative Reports Written Investigations, Reports, and Assists by the Narcotics Service

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- Short Definition: Each investigation is assigned a file number and the investigation activity recorded in the file is created on a CLE-1 report of investigation. Investigative assists are responses to inquiries made by law enforcement officers after researching, gathering, and developing information and investigative leads.
- Data Limitations: None
- Source/Collection of Data: All investigations, which are opened during the calendar year, are assigned unique file numbers, which are used for tracking purposes. The total number of investigative files opened during the calendar year represents the total number of criminal investigations conducted during that same period. Investigative leads and requests for assistance directed toward DPS Narcotics officers are documented in investigative reports and thereby contained in investigative files.
- Method of Calculation: The number of investigative Intelligence, and Administrative reports written ~~assists provided~~ is obtained ~~electronically~~ manually from the CLE reporting system, investigative worksheets. ~~The total number of investigations, reports written, and assists added together for the combined grand total.~~
- Purpose/Importance: This complex measure best identifies the activity associated with ~~narcotics~~ investigations conducted by the service and the assistance provided to other law enforcement investigations.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes No

OUTPUT MEASURE 03-01-01-02

Number of Arrests for Narcotics Violations

- Short Definitions: Each individual arrested for a felony or misdemeanor offense investigated by the Narcotics Service and arrests made when assisting other agencies.
- Data Limitations: None
- Source/Collection of Data: The number of arrests are obtained from weekly activity reports submitted by field investigators.
- Method of Calculation: The total number of arrests is collected from weekly/monthly activity reports for an overall total.
- Purpose/Importance: This is one measure of the activities of the Narcotics Service.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: [No](#) [Yes](#)

**OUTPUT MEASURE 03-01-01-03
(REQUESTED DELETION)**

~~Number of Traffic Related Activities~~

~~• Short Definition: Highway drug interdiction arrests and seizures, recovery of stolen vehicles, intoxicated drivers, and the reporting of unsafe drivers and crashes, and assisting the motoring public.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The data is collected manually from weekly activity reports.~~

~~• Method of Calculation: Data reported on weekly activity reports is combined for the total.~~

~~• Purpose/Importance: To track the enforcement activity of the criminal law enforcement troopers in protecting the motoring public.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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OUTPUT MEASURE 03-1-01-04
(REQUESTED NEW)

Number of Controlled Substance Applications and Precursor Chemical Permit Applications Processed

Definition: The number of original applications processed for the Controlled Substance Registration (CSR) Program and the number of applications processed for Precursor Chemicals and Apparatus permits (PCP).

Data Limitations: None

Data Source: The data is collected from CSR registrant applications and PCP applications.

Methodology: Manual count of CSR registrant applications and PCP applications received.

Purpose: The CSR program involves the registration of all persons or institutions that manufacture, distribute, analyze, or dispense controlled substances and is used to verify accuracy and registrant's compliance with the requirements of the Texas Controlled Substances Registration Certificate. The PCP program's purpose is to track the sale of precursor chemicals and laboratory apparatus and to identify the purchases. This measure has been very effective in the past in deterring the illegal use of the regulated items.

Calculation Method: Cumulative

New Measure: Yes

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OUTPUT MEASURE 03-01-01-05
(REQUESTED NEW)

Number of Multiagency, Multijurisdictional Investigations That Disrupt or Dismantle Major Organized Criminal Organizations

Definition: Number of multi-agency, multijurisdictional investigations that disrupt or dismantle major organized criminal organizations.

Data Limitations: None

Data Source: The CLE Report and Management System

Purpose: To measure the effectiveness of multijurisdictional investigations in combating major organized criminal organizations.

Calculation Method: Data tabulated based upon reporting through the CLE Report and Management System

New Measure: Yes

Target: Higher

Key: No

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OUTPUT MEASURE 03-01-01-06
(REQUESTED NEW)

Number of Drug Trafficking Organizations That Are Identified

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Definition: Drug Trafficking Organizations (DTOs) are defined as 5 or more persons who are involved in a cooperative effort to illegally distribute controlled substances for profit.

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Data Limitations: Relationships between criminal suspects is often difficult to identify.

Data Source: This data is collected from intelligence documents submitted by each Lieutenant area in the Narcotics Service. Each Lieutenant area continues to capture the information received during the yearly evaluation period.

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Methodology: Identified DTOs are added to the number of known DTOs to provide an overall total.

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Purpose: This measure documents intelligence collection and analysis efforts, collaboration and information sharing with other law enforcement agencies and the thoroughness of investigations conducted by the Narcotics Service.

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Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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STRATEGY 03-01-02

VEHICLE THEFT ENFORCEMENT

Motor Vehicle Theft Enforcement

Investigate and arrest persons engaged in the theft of motor vehicles, boats, aircraft, construction equipment, and farm equipment, and recover stolen property.

EFFICIENCY MEASURE 03-01-02-01

Average Cost of Investigation

- Short Definition: The ~~average cost of investigations is derived from the~~ total expended funds divided by the total number of investigations, reports written, and assists.
- Data Limitations: None
- Source/Collection of Data: Monthly summaries are compiled from weekly activity reports and are submitted electronically to the Headquarters office. Summaries are then combined with Headquarters summaries.
- Method of Calculation: The ~~Motor Vehicle Theft~~ Service retrieves the total number of investigations, reports written, and assists manually and by utilizing the ~~reporting system, new, automated Criminal Law Enforcement Reporting and Information System.~~ The expended funds for the service is divided by the number of investigations and assists.
- Purpose/Importance: The ~~Motor Vehicle Theft Service Criminal Law Enforcement Division~~ is a criminal investigative branch of the ~~Criminal Law Enforcement Division~~, Texas Department of Public Safety, ~~and~~ The Division is responsible for the investigation and analyses of a wide array of crimes with an emphasis on multi-offender and multi-jurisdictional offenses and assisting other local, federal, and state law enforcement agencies. This cost figure provides a ~~means to project the cost of operating this service, measure of the efficiency of the Service's enforcement efforts.~~
- Calculation: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

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OUTPUT MEASURE 03-01-02-01

Number Of Investigative, Intelligence, and Administrative reports Investigations, Reports, and Assists by the Motor Vehicle Theft Service

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- *Short Definition:* Each investigation is assigned a file number and the investigation activity recorded in the file is created on a CLE-1 report of investigation. Investigative assists are responses to inquiries made by law enforcement officers after researching, gathering, and developing information and investigative leads. The number of investigations conducted throughout the state. Investigative reports are used for documenting any activity that significantly affects or is relevant to an investigation. Investigative assistance is defined as responding to inquiries by researching, gathering, developing, and disseminating information and data needed to assist in investigations.

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- *Data Limitations:* None

- *Source/Collection of Data:* All investigations, which are opened during the calendar year, are assigned unique file numbers, which are used for tracking purposes. The total number of investigative files opened during the calendar year represents the total number of criminal investigations conducted during that same period. Investigative leads and requests for assistance directed toward CLE investigators are documented in investigative, intelligence, and administrative reports and thereby contained in investigative files. Each investigation initiated by this service is assigned a file number that represents a particular geographical location in the state. These file numbers run consecutively for a calendar year in each location. The total file numbers for each location will determine the total number of criminal investigations conducted for that period. These numbers are obtained from the computerized reporting system and manual counts. Each report of an investigation is assigned a number. Investigative activity is recorded on a CLE-1. An investigative report is initiated by personnel on Department investigations or assisting other law enforcement agencies. Investigative reports are used for documenting any activity that significantly affects or is relevant to an investigation. The number of investigative reports written is obtained from the computerized reporting system and from manual counts. The number of investigative assists provided is obtained manually from investigative worksheets.

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APPENDIX D
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- Method of Calculation: ~~The number of investigative assists provided is obtained electronically from the Report and Management System. The total number of investigations, reports written, and assists added together for the combined grand total.~~
- Purpose/Importance: This ~~complex~~ measure ~~best identifies this a gauge of~~ activity ~~directly~~-associated with ~~the~~ investigations, ~~conducted by the service~~ and the assistance provided to other law enforcement investigations, ~~research, arrest, and other work products of the service as it is related to the reduction of vehicle theft in Texas.~~
- Calculation Type: ~~Non cumulative~~ Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: ~~Yes~~ No

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OUTPUT MEASURE 03-01-02-02

Number of Arrests for Motor Vehicle Theft

- Short Definition: The number of individuals arrested for a felony or misdemeanor offense by a commissioned officer.
- Data Limitations: None
- Purpose/Importance: ~~The~~This measure reflects the work of investigators in the apprehension of criminals involved in vehicle theft and related offenses, pari-mutuel racing criminal violations, and wanted fugitives, including the Texas Top Ten Most Wanted Fugitives, and analysts in apprehending the criminals responsible for the theft of vehicles.
- Source/Collection of Data: Numbers are obtained manually from weekly activity reports.
- Method of Calculation: Manual count
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

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OUTPUT MEASURE 03-01-02-03

Dollar Value of Motor Vehicle Property Recovered

- Short Definition: The dollar value of motor vehicle property recovered by commissioned personnel.
- Data Limitations: None
- Source/Collection of Data: Value is determined by guides such as the National Automobile Dealers Association Used Car Guide or the best available source to estimate value. This figure is reported on weekly activity reports submitted by field investigators.
- Purpose/Importance: ~~This measure provides one measure~~ The measure provides an accurate view of the value of the Service's enforcement efforts when compared to funding amounts. It also gives a historical overview as a comparison of ~~when compared to~~ funding amounts or past years ~~activities~~ activity.
- Method of Calculation: Manual count from weekly activity report.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 03-01-02-04
(REQUESTED NEW)

Number of Multiagency, Multijurisdictional Investigations That Disrupt or Dismantle Major Organized Criminal Organizations

Definition: Number of multiagency, multijurisdictional investigations that disrupt or dismantle major organized criminal organizations.

Data Limitations: None

Data Source: CLE Report and Management System

Methodology: Data tabulated based upon reporting through the Report and Management System

Purpose: To measure the effectiveness of multijurisdictional investigations in combating major organized criminal organizations.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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STRATEGY 03-01-03

CRIMINAL INTELLIGENCE

Criminal Intelligence

Investigate persons engaged in organized criminal activity, arrest fugitives, locate missing persons, monitor pari-mutuel racing, and administer other facets of the criminal intelligence enforcement program.

EFFICIENCY MEASURE 03-01-03-01

Average Cost of Investigation

- Short Definition: The total expended funds divided by the total number of investigations ~~and~~ reports written, ~~and assists by the Criminal Intelligence Service.~~
- Data Limitations: None
- Source/Collection of Data: Monthly summaries are compiled from weekly activity reports and are submitted electronically to the Headquarters office. Summaries are then combined with Headquarters summaries.
- Method of Calculation: The ~~Criminal Intelligence~~ Service retrieves the total number of investigations, ~~and~~ reports written, ~~and assists~~ manually and by utilizing the new reporting system. The ~~expended funds~~ annual budget for the ~~Criminal Intelligence~~ Service ~~is~~ divided by the number of investigations and assists.
- Purpose/Importance: ~~The Criminal Intelligence Service is a criminal investigative branch of the Criminal Law Enforcement (CLE) Division, The Criminal Law Enforcement Division is a criminal investigative branch of the Texas Department of Public Safety, and is responsible for the investigation and analysis of a wide array of crimes with an emphasis on multi-offender and multi-jurisdictional offenses and assisting other local, federal, and state law enforcement agencies. This cost figure provides a~~ means to project the cost of operating this service. ~~measure of the cost efficiency of the Service.~~
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

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OUTPUT MEASURE 03-01-03-01

Number of Investigative, Intelligence, and Administrative Reports Written, Investigations, Reports, and Assists by Criminal Intelligence Service

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- **Short Definition:** Each investigation is assigned a file number and the investigation activity recorded in the file is created on a CLE-1 report of investigation. Investigative assists are responses to inquiries made by law enforcement officers after researching, gathering, and developing information and investigative leads. The total number of investigations, reports, and assists by the Criminal Intelligence Service.

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- **Data Limitations:** None

- **Source/Collection of Data:** All investigations, which are opened during the calendar year, are assigned unique file numbers, which are used for tracking purposes. The total number of investigative files opened during the calendar year represents the total number of criminal investigations conducted during that same period. Investigative leads and requests for assistance directed toward CLE investigators are documented in investigative, intelligence and administrative reports and thereby contained in investigative files. Each investigation initiated by this service is assigned a file number that represents a particular geographical location in the state. These file numbers run consecutively for a calendar year. The total file numbers for each location will determine the total number of criminal investigations conducted for that period. These file numbers are obtained from the computerized reporting system and manual counts. Each report of an investigation is assigned a file number. Investigative activity is recorded on a CLE-1. An investigative report is initiated by personnel on Department investigations or while assisting other law enforcement agencies. Investigative reports are used for documenting any activity that significantly affects or is relevant to an investigation. The number of investigative reports written is obtained from the computerized reporting system and from manual counts. The number of investigative assists provided is obtained manually from investigative worksheets.

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- **Method of Calculation:** The number of investigative assists provided is obtained electronically from the Report and Management System. Total number of investigations and reports written are retrieved from the service monthly summary which is retrieved from the computerized reporting system and manual counts. Total number of investigative assists is retrieved manually from investigative worksheets.

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APPENDIX D
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- Purpose/Importance: ~~This measure best identifies the activity associated with investigations conducted by the service and the assistance provided to other law enforcement investigations. The Criminal Intelligence Service identifies and reduces criminal activity through investigations and analyses. The Criminal Intelligence Service investigates a wide array of crimes with an emphasis on multi-offender and multi-jurisdictional offenses. The service identifies and locates missing persons, arrests fugitives and sex offenders, and administers various regulatory programs.~~
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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OUTPUT MEASURE 03-01-03-02

Number of Criminal Intelligence Service Arrests

- Short Definition: The total number of individuals arrested for a felony or misdemeanor offense by a commissioned officer, arrests for offenses investigated by this service, and offenses that occurred when this service assisted other agencies.
- Data Limitations: None
- Source/Collection of Data: Every individual arrested for a felony or misdemeanor offense by a commissioned officer to include arrests for offenses that were investigated by this service and arrests that occurred when this service assisted other agencies are obtained manually from weekly activity reports submitted by field investigators.
- Method of Calculation: The total number of arrests by Criminal Intelligence Service, arrests by other agencies where Criminal Intelligence Service provided intelligence that led to an arrest and where Criminal Intelligence Service assisted an agency in an arrest is retrieved manually from the weekly activity reports.
- Purpose/Importance: The Criminal Intelligence Service is a criminal investigative branch of the Criminal Law Enforcement Division, Texas Department of Public Safety. Commissioned officers have the authority to make arrests, as directed by warrants, and without a warrant under conditions authorized by law.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

**OUTPUT MEASURE 03-01-03-03
(REQUESTED DELETION)**

~~Number of Polygraph Examinations Administered~~

- ~~• Short Definitions: The number of polygraph examinations (as defined by Texas Occupation Code, Chapter 1703) conducted by each commissioned investigator.~~
- ~~• Data Limitations: Polygraph examinations scheduled, but either cancelled or failing to appear is not counted.~~
- ~~• Source/Collection of Data: The data is obtained from each investigator on a standardized monthly report. This data is the actual count of contacts with a polygraph subject and/or submitting official.~~
- ~~• Purpose/Importance: Illustrates the involvement of each investigator in polygraph investigations on a daily basis. This activity demonstrates the utility of polygraph in ongoing criminal investigations and pre-employment polygraph examinations on prospective trooper and communications service applicants.~~
- ~~• Method of Calculation: Manual tabulation.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Higher than target~~
- ~~• Key: No~~

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OUTPUT MEASURE 03-01-03-04
(REQUESTED NEW)

Number Of Multiagency, Multijurisdictional Investigations That Disrupt Or Dismantle Major Organized Criminal Organizations

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Definition: Number of multiagency, multijurisdictional investigations that disrupt or dismantle major organized criminal organizations.

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Data Limitations: None

Data Source: CLE Division Reports and Records Management System

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Methodology: Data tabulated based upon reporting through the CLE Division Reports and Records Management System

Purpose: To measure the effectiveness of multijurisdictional investigations in combating major organized criminal organizations.

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Calculation Method: Cumulative

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New Measure: Yes

Target: Higher

Key: No

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STRATEGY 03-01-04

TEXAS RANGERS

Texas Rangers

Investigate felony offenses and assist federal, state, and local law enforcement agencies.

EFFICIENCY MEASURE 03-01-04-01

Average Cost Of Criminal Investigations

- Short Definition: The annual budget of the Texas Ranger Division divided by the total number of criminal investigations and offenses reported by members of the division. This cost is calculated in the Microsoft Access database.
- Data Limitations: None
- Source/Collection of Data: The Ranger Division has implemented a new reporting system that is maintained within Microsoft Access. As members of the division conduct investigations and write criminal reports, the program automatically records the number of criminal investigations conducted. The total number of criminal investigations is retrieved via a data query from Microsoft Access Database.
- Method of Calculation: The annual budget is divided by the total number of criminal investigations of the Ranger Division.
- Purpose/Importance: The Texas Ranger Division is the primary criminal investigative branch of the Texas Department of Public Safety. The Ranger Division is responsible for investigating criminal offenses and assisting other law enforcement agencies and officials in conducting investigations concerning major crime and/or criminals. This cost figure provides the executive management of the division a means to measure the projected cost of operating the division as it pertains to the number of investigations conducted.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

EXPLANATORY MEASURE 03-01-04-01
(REQUESTED NEW)

Number of Agencies Reporting Border Incident Information and Intelligence to the Joint Operations Intelligence Centers

Definition: Number of agencies reporting border incident information and intelligence to the Joint Operations Intelligence Centers.

Data Limitations: None

Data Source: Joint Operations Intelligence Centers

Methodology: Manual Tabulation

Purpose: To measure the intelligence gathered by agencies participating in border operations.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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OUTPUT MEASURE 03-01-04-01

Average Number of Criminal Investigations Per Investigator

- Short Definition: The ~~total~~average number of criminal investigations and offenses investigated ~~conducted~~ by ~~the~~ each Ranger investigatorDivision.
- Data Limitations: None
- Source/Collection of Data: The Ranger Division has ~~implemented~~ a new reporting system that is maintained within Microsoft Access. As members of the Division conduct investigations and write criminal reports, the program automatically tabulates the number of criminal investigations conducted and offenses investigated. This information is uploaded into the company and Headquarters database where it calculates the totals for that respective company as well as totals for the entire division.
- Method of Calculation: The total number of criminal investigations conducted and offenses investigated ~~are~~ retrieved via a data query from the Microsoft Access Database and that total is divided by the total number of Ranger investigators.
- Purpose/Importance: The Texas Ranger Division is the primary criminal investigative branch of the Texas Department of Public Safety and is responsible for investigating criminal offenses. The division also assists other law enforcement agencies and officials in conducting investigations concerning major crime and/or criminals.
- Calculation: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 03-01-04-02

Average Number of Arrests Per Investigator

- Short Definition: The ~~total~~ average number of persons taken into custody by a per Ranger investigator as reflected in the database.
- Data Limitations: None
- Source/Collection of Data: The Ranger Division has ~~implemented~~ a new reporting system that is maintained within Microsoft Access. As members of the division conduct investigations, make arrests, and write criminal reports, the program automatically tabulates those statistics. This information is uploaded into the company and Headquarters database where it calculates the totals for that respective company as well as totals for the entire division.
- Method of Calculation: The total number of arrests is retrieved via a data query from the Microsoft Access Database and that total is divided by the total number of Ranger investigators.
- Purpose/Importance: The Texas Ranger Division is the primary criminal investigative branch of the Texas Department of Public Safety. The officers of the Ranger Division have the authority to make arrests, as directed by warrants, and without a warrant under conditions authorized by law.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

OUTPUT MEASURE 03-01-04-03

Average Dollar Value of Property Recovered Per Investigator

- Short Definition: ~~The average dollar value of stolen property and contraband recovered per Ranger investigator as reflected in the database. The total dollar value of property recovered by a Ranger as reflected in the database.~~
- Data Limitations: None
- Source/Collection of Data: The Ranger Division has ~~implemented~~ a new reporting system that is maintained within Microsoft Access. As members of the division conduct investigations, make arrests, recover stolen property and contraband, and write criminal reports, the program automatically records those statistics. ~~This-The~~ information is uploaded into the company and Headquarters database where it calculates the totals for that respective company as well as totals for the entire division.
- Method of Calculation: The total dollar value of property recovered is retrieved via a data query from the Microsoft Access Database and that total is divided by the total number of Ranger investigators .
- Purpose/Importance: The Texas Ranger Division is the primary criminal investigative branch of the Texas Department of Public Safety. The Ranger Division is responsible for investigating criminal offenses, making arrests where authorized by law, recovering stolen property, and assisting other law enforcement agencies and officials in conducting investigations concerning major crime and/or criminals.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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STRATEGY 03-01-05

UNSOLVED CRIMES INVESTIGATION

Unsolved Crimes Investigation Team

Provide Texas law enforcement agencies with a process for investigating unsolved murders and serial or linked criminal offenses.

OUTPUT MEASURE 03-01-05-01

Number of ~~Solved Investigations~~ ~~Unsolved Crimes Investigated~~

- *Short Definition:* The total number of ~~cases solved~~ ~~criminal investigations conducted~~ by the ~~Texas Rangers~~ Unsolved Crimes Investigation Team (UCIT), ~~Ranger Division~~
- *Data Limitations:* None
- *Source/Collection of Data:* The ~~Texas Rangers~~ Unsolved Crimes Investigation Team, ~~a unit within the Texas Ranger Division,~~ utilizes a reporting system maintained within Microsoft Access. As members of the team conduct investigations and write criminal reports, the program automatically tabulates the number of ~~criminal~~ investigations ~~closed after successful investigative conclusion~~ ~~conducted~~. This information is uploaded to the company and Headquarters database where it calculates the totals for that respective company as well as totals for the entire division.
- *Method of Calculation:* ~~The total number of previously unsolved crimes investigated by UCIT, which successfully closed through suspect development and arrest, indictment, conviction or through exceptional means. The total number of criminal investigations is retrieved via a data query from the Microsoft Access Database.~~
- *Purpose/Importance:* The Texas Ranger Division is the primary criminal investigative branch of the Texas Department of Public Safety. The Unsolved Crimes Investigation Team was established within the division to investigate unsolved homicides and/or serial crimes that have remained unsolved and require a level of expertise that is not readily available to local law enforcement agencies.
- *Calculation Type:* Cumulative
- *New Measure:* No
- *Desired Performance:* Lower than target
- *Key:* No

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STRATEGY 03-01-06

CRIME LABS

Crime Labs

Provide high quality and timely crime lab service.

EFFICIENCY MEASURE 03-01-06-01

Percent of Drug Cases Examined Within 30 Days~~Average Cost Per Drug Case Analyzed~~

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- Short Definition: The percentage of all drug cases in a DPS Crime Laboratory that were examined and reported within 30 calendar days. ~~average cost to examine a drug case in a DPS Crime Laboratory.~~
- Data Limitations: None
- Source/Collection of Data: In DPS Crime Laboratories, upon completion of analysis and report of each drug case, the case is shown as completed into a database. The number of completed drug cases analyzed is tabulated monthly and annually then reported to laboratory management. The number of cases awaiting analysis is also tabulated and reported. ~~each drug case, when the analysis is completed and reported, is logged out on a computer. Monthly, and yearly, this number of completed drug cases is counted and reported to laboratory management. To determine the cost of the analysis, the total salary costs for a given period, the equipment purchase cost, and the operating and travel costs for all drug testing are added. This is not the total Crime Laboratory Service expenditure for that period, but is only the portion associated with drug testing. This cost is then divided by the number of drug cases examined during the same period of time to provide the average cost per drug case.~~
- Method of Calculation: The percentage of drug cases analyzed within 30 days of receipt of submission is calculated by adding the total number of cases completed each month and dividing this number by the total number of completed cases plus pending cases. The resulting fraction is multiplied by 100 to obtain the percentage. Addition of all costs to complete the examination of drug cases, divided by the total number of drug cases completed.
- Purpose/Importance: The importance of this efficiency measure is to demonstrate to interested parties the length of time required by DPS staff to the relatively low average expense to the state of Texas for the DPS to examine evidence in criminal offenses involving either the possession and/or delivery of controlled substances.

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- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 03-01-06-01

Number of Drug Cases Examined

- Short Definition: The number of drug cases, submitted by law enforcement officers, that are analyzed and the controlled substance identified and reported by the Crime Laboratory.
- Data Limitations: None
- Source/Collection of Data: ~~In DPS Crime Laboratories, upon completion of analysis and report of each drug case, the case is shown as completed into a database. The number of completed drug cases analyzed is tabulated monthly and annually then reported to laboratory management. The number of cases awaiting analysis is also tabulated and reported. In all DPS Crime Laboratories, each drug case, when the analysis is completed and reported, is logged out on a computer. This database includes the subject's name, offense date and county, and the results of the analysis. Monthly, the number of completed drug cases is counted and reported to Crime Laboratory management.~~
- Method of Calculation: Simple addition of cases completed.
- Purpose/Importance: The measure addresses the level of support that the Crime Laboratories provide to law enforcement agencies to combat the problem of drug use. Every enforcement action on a drug possession and/or delivery charge requires the controlled substance to be identified by an expert (scientist) to be able to convict the offender in a criminal proceeding.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

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**OUTPUT MEASURE 03-01-06-02
(REQUESTED DELETION)**

Number of Examinations of Drug Exhibits

~~• Short Definition: The number of examinations conducted on drug exhibits (items), submitted by law enforcement officers, to identify the controlled substance present. These include all chemical analyses and instrumental analyses performed by chemists in the Crime Laboratory.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: In all DPS Crime Laboratories, when the analysis of a drug exhibit is completed, the number of examinations is logged into a computer. Monthly, this number of completed drug examinations is counted and reported to laboratory management.~~

~~• Method of Calculation: Simple addition of examinations completed.~~

~~• Purpose/Importance: This measure more fully represents the quantity of analytical chemistry services provided to the criminal justice system in the war on drugs effort.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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OUTPUT MEASURE 03-01-06-04

Number of Criminalistics Cases ~~Completed~~Worked

- Short Definition: The number of criminalistics cases, submitted by law enforcement officers that are analyzed and reported by the Crime Laboratory. Criminalistics cases include physical trace evidence, ~~biological evidence (DNA)~~, firearms, latent fingerprints, and documents.
- Data Limitations: None
- Source/Collection of Data: The number of criminalistics cases, submitted by law enforcement officers that are analyzed and reported by the Crime Laboratory. Criminalistics cases include physical trace evidence, ~~biological evidence (DNA)~~, firearms, latent fingerprints, and documents.
- Method of Calculation: Simple addition of ~~analyzed and completed~~ cases, ~~completed~~.
- Purpose/Importance: A scientific evaluation of physical evidence, either evidence from the crime scene, or evidence recovered from a suspect and/or victim, can reveal information about the crime that helps investigators and the courts determine who committed the offense. The Crime Laboratory staff conducts this analysis of evidence and reports findings.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

**OUTPUT MEASURE 03-01-06-05
(REQUESTED DELETION)**

~~Number of Examinations on Criminalistics Evidence~~

~~• Short Definition: The number of examinations conducted on criminalistics evidence (items), submitted by law enforcement officers. These include all chemical, physical, DNA, microscopic, and instrumental analyses performed by criminalists in the crime laboratory.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: In nine DPS Crime Laboratories, when the analysis of an exhibit is completed, the number of examinations is logged into a computer. Monthly, this number of completed examinations is counted and reported to Crime Laboratory management.~~

~~• Method of Calculation: Simple addition of examinations completed.~~

~~• Purpose/Importance: This measure represents the quantity of forensic analytical services provided to the criminal justice system in the solving of serious crimes, including homicide, sexual assault, robbery, and others.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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**OUTPUT MEASURE 03-01-06-06
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~~Number of Criminalistics Case Testaments~~

~~• Short Definition: During the trial of any offense involving evidence other than drugs, the criminalist who analyzed the evidence testifies to the results of the analysis.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: In all DPS Crime Laboratories, when the criminalist testifies in court on the case, this information is logged on a computerized database. Monthly, this number of criminalistics cases testified on is counted and reported to Crime Laboratory management.~~

~~• Method of Calculation: Simple addition of cases testified on.~~

~~• Purpose/Importance: The burden of proof in a criminal case is on the state, and often there is physical evidence that can be analyzed and scientific testimony provided that assists the court in determining if a defendant could have committed a crime. A qualified expert must analyze the evidence, and then testify to this finding in the court proceeding.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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OUTPUT MEASURE 03-01-06-07

Number of Blood Alcohol and Toxicology Cases Completed

- Short Definition: The number of cases of Driving Under the Influence (DUI) of drugs and/or alcohol, submitted by law enforcement officers that are analyzed and reported by the Crime Laboratory.
- Data Limitations: None
- Source/Collection of Data: In DPS Crime Laboratories, when the toxicology or blood alcohol analysis is completed and reported, the case is logged on a computerized database. This database includes the subject's name, offense date and county, and the results of the analysis. Monthly, this number of completed cases is counted and reported to laboratory management.
- Method of Calculation: Simple addition of cases completed.
- Purpose/Importance: The measure addresses the level of support that the Crime Laboratories provide to law enforcement agencies to combat the problem of DUI. In every offense of DUI, it is necessary to identify the drug and/or the level of alcohol in the subject's body fluid (blood or urine). Criminalists examine a subject's blood or urine sample to detect the drug and/or alcohol, and report the findings.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 03-01-06-08

Number of Offender DNA Profiles Completed

- Short Definition: The total number of full 13-locus convicted offender DNA profiles uploaded to the state CODIS convicted offender database. This number is represented as the sum of all profiles uploaded during the reporting period.
- Data Limitations: Offender profiles are analyzed as “batches” of samples and uploaded periodically, rather than being continuously uploaded as each profile is completed. There may be a one to two week period between the time when a batch is completed and the time when those profiles are uploaded to the state database.
- Source/Collection of Data: The CODIS software has built-in reports which allow the compilation of data uploads, transfers, and searches based on any calendar period. The State CODIS Administrator will generate the report for the specific reporting period.
- Method of Calculation: The sum of all the profiles uploaded during the reporting period is determined by the CODIS software based on the definition provided for a complete profile and the range of calendar dates input when generating the report.
- Purpose/Importance: This measure addresses the productivity of the CODIS laboratory as a whole. The greater the number of complete profiles ~~that are~~ uploaded to the CODIS database, the better the chance ~~that an~~ unknown perpetrator's forensic profile can be identified. Only complete profiles are accepted by the National CODIS database. All complete profiles uploaded are used to search both statewide and national forensic evidence databases.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 03-01-06-09
(REQUESTED NEW)

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Number of Serology/DNA Cases Completed

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Definition: The number of Serology/DNA cases submitted by law enforcement officers that are analyzed and reported by the Crime Laboratory.

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Data Limitations: None

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Data Source: In DPS Crime Laboratories, upon completion of analysis and report of each drug case, the case is shown as completed into a database. The number of completed drug cases analyzed is tabulated monthly and annually then reported to laboratory management. The number of cases awaiting analysis is also tabulated and reported.

Methodology: The percentage of drug cases analyzed within 30 days of receipt of submission is calculated by adding the total number of cases completed each month and dividing this number by the total number of completed cases plus pending cases. The resulting fraction is multiplied by 100 to obtain the percentage.

Purpose: A scientific evaluation of physical evidence, either evidence from the crime scene or evidence recovered from a suspect and/or victim, can reveal information about the crime that helps investigators and the courts determine who committed the offense. The Crime Laboratory staff conducts serology and DNA analysis of evidence and reports findings. The DNA profile detected in the evidence may link a suspect to the offense.

Calculation Method: Non Cumulative

New Measure: Yes

Target: H

Key:

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STRATEGY 03-01-07
(REQUESTED NEW)

Bureau of Information Analysis

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EXPLANATORY MEASURE 03-01-07-01
(REQUESTED NEW)

Number of federal, state, and local agencies participating in the Texas Department of Public Safety Intelligence (Fusion) Center. The Fusion Center is a multijurisdictional, multiagency intelligence sharing group

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Definition: Number of federal, state, and local agencies participating in the Texas Department of Public Safety Intelligence (Fusion) Center.

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Data Limitations: None

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Data Source: Bureau of Information Analysis Fusion Center participating agencies.

Methodology: Manual Tabulation of agencies participating in DPS Fusion Center

Purpose: To measure the number of agencies providing intelligence data to the Fusion Center, thereby increasing its effectiveness.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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EXPLANATORY MEASURE 03-01-07-02
(REQUESTED NEW)

Number of federal, state, and local agency fusion/intelligence centers with participation of the Texas Department of Public Safety Intelligence (Fusion) Center personnel

Definition: Number of federal, state, and local agency fusion/intelligence centers with participation of Texas Department of Public Safety Intelligence (Fusion) Center personnel. This measure indicates how many outside agencies operating a Fusion Center have DPS personnel as participants in their operation.

Data Limitations: None

Data Source: Bureau of Information Analysis Fusion Center

Methodology: Manual Tabulation

Purpose: To measure the number of agencies sharing intelligence data with the DPS Fusion Center, thereby increasing its effectiveness.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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OUTPUT MEASURE 03-01-07-01
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Number of crime and terrorism threat assessments completed and disseminated

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Definition: Number of crime and terrorism threat assessments completed and disseminated.

Data Limitations: None

Data Source: Bureau of Information Analysis Fusion Center

Methodology: Manual tabulation of Fusion Center Library products.

Purpose: To increase and raise the level of awareness to increase preparedness to prevent or respond to terroristic threat.

Calculation Method:

New Measure: Yes

Target: Higher

Key:

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GOAL 04

EMERGENCY MANAGEMENT

Emergency Management

To respond in a timely fashion to emergencies and disasters and administer a comprehensive emergency-management program.

OBJECTIVE 04-01

EMERGENCY MANAGEMENT

Emergency Management

To reduce death, injury, and economic loss by providing guidance and assistance for the development, maintenance, and enhancement of emergency preparedness, mitigation, recovery, and response as required by statute.

OUTCOME MEASURE 04-01-01

Percent of Local Governments Achieving Basic Emergency Preparedness

- Short Definition: Percentage of local governments achieving a basic or greater level of emergency preparedness.
- Data Limitations: While Emergency Management 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.
- Source/Collection of Data: The emergency preparedness of local governments is rated based on the status of local emergency planning. The Emergency Management Division (EMD) maintains a database of local emergency planning accomplishments, which is updated based on planning documents submitted by local jurisdictions.
- Method of Calculation: Reports of local emergency planning accomplishments are generated monthly. For plans, a jurisdiction must have legal documents (court orders, ordinances), establishing an emergency management program, a basic emergency management plan prepared or updated within the last five years, and specified functional annexes. Reports from the EMD local plans database calculate the percentage of jurisdictions that have achieved a basic level of preparedness.
- Purpose/Importance: This measure is intended to show the percentage of local governments (est. 1460) in Texas, which have achieved a basic or greater level of preparedness for emergencies. Effective local emergency planning is believed to improve preparedness, facilitate response, and reduce death, injury, and economic loss in Texas due to disasters.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

**OUTCOME MEASURE 04-01-02
(REQUESTED DELETION)**

Percentage of the State Population Covered by a Basic Emergency Plan

- ~~Short Definition: The total percentage of the state population which resides in jurisdictions that have achieved basic or greater level of emergency planning preparedness.~~
- ~~Data Limitations: While EMD 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.~~
- ~~Source/Collection of Data: The emergency preparedness of local governments is rated based on the status of local emergency planning. The Emergency Management Division (EMD) maintains a database of local emergency planning accomplishments, which is updated, based on planning documents submitted by local jurisdictions.~~
- ~~Method of Calculation: Reports of local emergency planning accomplishments are generated monthly. For plans, a jurisdiction must have legal documents (court orders, ordinances), establishing an emergency management program, a basic emergency management plan prepared or updated in the last five years, and specified functional annexes. Reports from the EMD local plans database calculate the percentage of the state population that resides in jurisdictions that have achieved a basic level of planning preparedness.~~
- ~~Purpose/Importance: This measure is intended to show the percentage of the state population living in areas where local governments (est. 1,460) have achieved a basic or greater level of planning preparedness for emergencies. Effective local emergency planning is believed to improve preparedness, facilitate response, and reduce death, injury, and economic loss due to disasters.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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OUTCOME MEASURE 04-01-03

Percentage of Local Governments Receiving Response Assistance for Emergencies and Disasters

- Short Definition: The percentage of jurisdictions receiving response assistance for emergencies and disasters.
- Data Limitations: The number, type, and frequency of disaster events are obviously beyond EMD's control.
- Source/Collection of Data: The EMD field response staff maintains activity logs and the EMD operations staff maintains an incident management database. Staff members record jurisdictions assisted during emergencies and disaster situations onto the activity logs and into the operations database. Activity logs and the database are reviewed monthly and duplicate reports eliminated in order to calculate the number of jurisdictions assisted.
- Method of Calculation: The total number of counties and incorporated cities (jurisdictions) in the state is divided into the total number of counties and cities (jurisdictions) that receive response assistance for emergency and disaster situations to determine the percentage of jurisdictions assisted.
- Purpose/Importance: The Emergency Management Division (EMD) 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.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTCOME MEASURE 04-01-04

Percentage of Counties Receiving Recovery and Mitigation Assistance

- Short Definition: The percentage of counties receiving recovery and mitigation assistance coordinated by the Emergency Management Division.
- Data Limitations: The number, type, and frequency of disaster events and resultant requests for disaster financial assistance are obviously beyond EMD's control. Lower is desirable in that it may represent fewer disaster events.
- Source/Collection of Data: The EMD recovery and mitigation sections maintain program and financial records of the counties that receive disaster financial assistance in order to recover from disasters or mitigate risk associated with potential disaster threats.
- Method of Calculation: The percentage is calculated by taking the number of counties provided disaster financial assistance and eliminating any duplication via reconciliation of records. This number is then divided by 254 (the number of counties in Texas) to determine the percentage of Texas counties that received disaster financial assistance.
- Purpose/Importance: Emergency Management Division (EMD) is responsible for administering disaster recovery and post-disaster hazard mitigation programs for local governments and state agencies. This measure is intended to be an indicator of the extent to which these programs serve local governments.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

STRATEGY 04-01-01

EMERGENCY PLANNING

Emergency Management Training and Planning Assistance

Provide emergency management training and planning assistance and guidance to state agencies and local governments.

EFFICIENCY MEASURE 04-01-01-01

Average Cost Per Student Hour of Emergency Management Instruction

- Short Definition: The average cost per student hour of emergency management instruction.
- Data Limitations: None
- Source/Collection of Data: Information for number of student hours is obtained from EMD training office database. Costs involved in the calculation are recorded in the Texas Department of Public Safety's Accounting System and the State Comptroller Accounting System.
- Method of Calculation: The cost of staff time and operational costs for instructing students, plus the cost of students' travel and lodging is divided by the number of student hours of emergency management and hazardous materials instruction provided.
- Purpose/Importance: The Emergency Management Division (EMD) is required by Government Code, Section 418.043 to operate emergency management training programs for local governments and expend funds for staff and operating expenses to accomplish this task.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

OUTPUT MEASURE 04-01-01-01

Number of Local Government Planning Documents Reviewed

- Short Definition: Output reflects the total number of local government planning documents reviewed by Emergency Management Division (EMD).
- Data Limitations: EMD can only review those local government-planning documents that are prepared and submitted.
- Source/Collection of Data: EMD maintains a local planning database. As planners review local government plans, the database is updated with document dates and review dates.
- Method of Calculation: The number of local planning documents reviewed is retrieved via data query from the local planning database.
- Purpose/Importance: EMD is required by Government Code 418.043 to periodically review local government planning documents.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 04-01-01-02

Number of Assistance Visits/Contacts

- Short Definition: The total number of assistance visits/contacts made by the Emergency Management Division (EMD).
- Data Limitations: None
- Source/Collection of Data: Output reflects activity levels involving service personnel who answer a question, solve a problem, or provide information to local governments. Tally sheets are used to record the number of personal visits, and written communications that answer a question, solve a problem or provide information. This does not measure staff time required or complexity of the issue. It includes public information materials distributed, counted by the number of jurisdictions receiving materials and number of attendees at meetings/workshops at which presentations are made by service staff members.
- Method of Calculation: Tally sheets are used to record the number of staff visits, telephone conversations, and written communications that answer a question, solve a problem, or provide information. Monthly totals are recorded from these tally sheets for internal monthly reporting, quarterly external reporting, and annual external reporting.
- Purpose/Importance: EMD is responsible for providing information, answering questions, and solving problems related to emergency management programs for local governments, state agencies, and the public. This indicates the level of effort expended on these tasks.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 04-01-01-03

Number of Student Hours of Emergency Management and Hazardous Materials Instruction Provided

- Short Definition: The total number of student hours of emergency management and hazardous materials instruction provided.
- Data Limitations: None
- Source/Collection of Data: Output is based on emergency management and hazardous materials training courses conducted or managed by the service anywhere in Texas.
- Method of Calculation: Courses are included in the output calculation if either federal or state funds are used to cover course costs or reimburse students or instructors for expenses. Student hours of instruction for each course are calculated by multiplying the total number of students attending by the designated course length in hours.
- Purpose/Importance: The Emergency Management Division (EMD) is responsible for providing emergency management and hazardous materials training courses for local governments, state agencies, and volunteer groups active in emergencies.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

~~OUTPUT MEASURE 04-01-01-04~~
(REQUESTED DELETION)

~~Number of Emergency Management Exercises Conducted and Reported~~

- ~~Short Definition: The total number of emergency management exercises conducted and reported.~~
- ~~Data Limitations: While EMD can assist with exercises, the local jurisdictions must conduct and report them.~~
- ~~Source/Collection of Data: Output is based on emergency management exercise reports submitted by local jurisdictions, and approved by a state training staff member, in accordance with published exercise criteria. Exercise type may be functional, or full-scale, conducted at either the local, district, or state level(s). EMD maintains a database of local exercise information and a query of the training section database generates the required data.~~
- ~~Method of Calculation: A query from the training section database.~~
- ~~Purpose/Importance: The Emergency Management Division (EMD) is responsible for designing and conducting state and regional emergency management exercises and assisting local governments in designing, conducting, and evaluating exercises. The service approves emergency management exercise reports in accordance with published exercise evaluation criteria.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

STRATEGY 04-01-02

RESPONSE COORDINATION

Emergency And Disaster Response Coordination

Review and coordinate emergency and disaster response operations.

EFFICIENCY MEASURE 04-01-02-01

Average Cost Per Emergency Incident Coordinated

- Short Definition: The average cost per emergency incident coordinated by the Emergency Management Division (EMD).
- Data Limitations: The number, type, and frequency of disaster events are obviously beyond our control.
- Source/Collection of Data: EMD maintains incident records, including data on incidents and the EMD response to them, in a WebEOC database and other records. Information on personnel, travel, and operating in an operations database. Information in the database includes staff time and cost of personnel and is personnel, travel, and operating expenses for the Field Response Section and the Operations Section, the two EMD elements involved in incident coordination, are maintained in the Texas Department of Public Safety Accounting System and the State Comptroller's Uniform Statewide Accounting System.
- Method of Calculation: The cost of staff time and operating expenses incurred in coordinating emergency incidents is divided by the number of emergency incidents coordinated to determine the average cost per incident.
- Purpose/Importance: EMD is responsible for the cost of staff time and operating expenses for personnel involved in coordinating emergency incidents.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

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OUTPUT MEASURE 04-01-02-01

Number of Emergency Incidents Coordinated

- Short Definition: The number of emergency incidents coordinated.
- Data Limitations: The number, type, and frequency of disaster events are obviously beyond our control.
- Source/Collection of Data: EMD maintains an operational database and inputs information on reported/coordinated incidents into the database.
- Method of Calculation: The total number of emergency incidents coordinated is reconciled and reported from a query of database information and manual records (source documents).
- Data Limitations: The number, type, and frequency of disaster events are obviously beyond our control.
- Purpose/Importance: The Emergency Management Division (EMD) is responsible for monitoring emergency incidents on a statewide basis and coordinating state resource and advisory assistance, if needed.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

OUTPUT MEASURE 04-01-02-02

Number of Field Responses

- Short Definition: The total number of field responses conducted by the Emergency Management Division (EMD) ~~Service(EMS)~~.
- Data Limitations: None
- Source/Collection of Data: Using activity logs maintained by division staff members, record the number of times division staff members visit the site of an incident or a command/control center in response to an event or call to obtain information or provide advice and assistance. These records do not reflect staff hours expended.
- Method of Calculation: Using activity logs maintained by division staff members, a manual count of the number of times division staff members visit the site of an incident or a command/control center in response to an event to obtain information or provide advice and assistance or call to obtain information or provide advice and assistance.
- Purpose/Importance: EMD staff members are responsible for visiting the site of an incident or the appropriate command and control center in response to an event to obtain information on incidents and to provide advice and assistance, if required. ~~EMD staff members are responsible for visiting the site of an incident or the appropriate command and control center in response to an event, or calling local officials to obtain information on incidents and to provide advice and assistance, if required.~~
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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OUTPUT MEASURE 04-01-02-03

Number of Local Governments Assisted

- Short Definition: The total number of local governments assisted by the Emergency Management Division (EMD).
- Data Limitations: The number, type, and frequency of disaster events are obviously beyond our control.
- Source/Collection of Data: A request for assistance is counted when assistance is provided with procurement of personnel, equipment, supplies, or a request for information is received which requires coordination or research by service staff with follow-up or return calls to the requesting party.
- Method of Calculation: A manual count from activity logs is made, counting the number of local governments assisted.
- Purpose/Importance: EMD is responsible for maintaining a count of the number of local governments assisted with emergency management response that involves personnel, equipment, supplies, or research by division staff with follow-up or return calls to the requesting party.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

STRATEGY 04-01-03

DISASTER RECOVERY

Recovery And Mitigation Assistance

Review and coordinate emergency and disaster response operations.

EFFICIENCY MEASURE 04-01-03-01

Average Cost Per Assistance Request Processed

- Short Definition: The average cost per assistance request processed by the Emergency Management Division (EMD).
- Data Limitations: The number, type, and frequency of disaster events are obviously beyond our control.
- Source/Collection of Data: The cost of staff time and operating costs for personnel involved in processing requests for disaster assistance by counties is maintained in the Texas Department of Public Safety Accounting System and the State Comptroller's Uniform Statewide Accounting System. The number of assists information is maintained from service records and computer database information in the recovery and mitigation sections of EMD.
- Method of Calculation: The cost of staff time and operating cost of personnel involved in processing requests for assistance is divided by the number of requests processed.
- Purpose/Importance: EMD is responsible for the cost of staff time and operating costs of personnel involved in coordinating emergency incidents.
- Calculation Type: Noncumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

EXPLANATORY MEASURE 04-01-03-01

Number of Requests for Assistance Processed

- Short Definition: The total number of payment requests processed and requests for SBA and USDA assistance processed by the Emergency Management Division (EMD).
- Data Limitations: The number, type, and frequency of disaster events and resultant requests for payments are obviously beyond our control.
- Source/Collection of Data: EMD maintains a payment tracking system database, recovery database, and mitigation database of information that records requests for financial assistance for disaster recovery and mitigation program projects. From this database of information, records indicate which counties received financial assistance from the following programs: Agriculture (USDA), Small Business Administration (SBA), Public Assistance (PA), Individual Assistance (IA), Hazard Mitigation (HM), and Fire Suppression (FS).
- Method of Collection: Using the division payment tracking system and the mitigation and recovery databases, a count is made of each request for payment processed by the EMD and of each request for SBA and USDA assistance processed.
- Purpose/Importance: EMD is responsible for recording, processing, and paying disaster recovery and mitigation program assistance eligible under USDA and SBA.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 04-01-03-01

Number of Counties Provided Disaster Financial Assistance

- Short Definition: The total number of counties provided disaster financial assistance coordinated by Emergency Management Division (EMD).
- Data Limitations: The number, type, and frequency of disaster events and resultant requests for payments are obviously beyond EMD's control.
- Source/Collection of Data: EMD maintains a payment tracking system database, recovery database, and mitigation database of information that records the requests for financial assistance for disaster recovery and mitigation program projects. From this database of information, records indicate which counties received financial assistance from the following programs: Agriculture (USDA), Small Business Administration (SBA), Public Assistance (PA), Individual Assistance (IA), Hazard Mitigation (HM), and Fire Suppression (FS).
- Method of Calculation: ~~Data is abstracted from an EMD payment~~Using the division payment tracking system database, and mitigation database of information that records counties receiving financial assistance as a result of a Presidential Disaster Declaration. ~~From assistance from the following programs:~~ Data includes the following types of assistance: Agriculture (USDA), Small Business Administration (SBA), Public Assistance (IA), Hazard Mitigation (HM), and Fire Suppression (FS). As some counties may be affected by and receive financial assistance for more than one disaster, the number of counties receiving assistance may exceed the 254 counties in the State.
- Purpose/Importance: EMD is responsible for recording, processing, and paying disaster recovery and mitigation program assistance and monitoring the number of counties that have sought assistance under USDA and SBA declarations requested by EMD.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

STRATEGY 04-01-04

EMERGENCY OPERATIONS CENTER

Emergency Operations Center

Coordinate resources and disseminate information concerning emergencies and disasters.

OUTPUT MEASURE 04-01-04-01

Number of Severe Weather-related Messages Broadcast

- Short Definition: Count of broadcast messages dealing with severe weather conditions.
- Data Limitations: None
- Source/Collection of Data: Manual count of TLETS broadcast messages by TLETS Training Officer and by the State Operations Center of the Emergency Management Division. Count excludes test messages and area weather summaries.
- Method of Calculation: Simple addition
- Purpose/Importance: To monitor system use and utility in delivering messages regarding severe weather conditions.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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**OUTPUT MEASURE 04-01-04-02
(REQUESTED DELETION)**

~~Number of Emergency Incidents Coordinated – SOC~~

- ~~• Short Definition: The number of emergency incidents coordinated by the State Operations Center (SOC).~~
- ~~• Data Limitations: The number, type, and frequency of disaster events are obviously beyond our control.~~
- ~~• Source/Collection of Data: EMD maintains an incident management database and a log of SOC activations.~~
- ~~• Method of Calculation: The Emergency Management Division will utilize its log of SOC activations and the SOC incident management database to report the number of incidents for which the SOC was activated at Level 2 (Escalated Response Conditions) or Level 1 (Emergency Conditions) and all or a portion of the Emergency Management Council was summoned to the SOC to respond to an actual natural, technological, or national security incident within the State. Activation of the SOC and Council due to changes in the general Homeland Security Advisory level basis or precautionary or preventative actions for potential threats shall not be counted.~~
- ~~• Purpose/Importance: The SOC is responsible for coordinating the state response to major emergency incidents.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Lower than target~~
- ~~• Key: No~~

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GOAL 05

REGULATORY PROGRAMS

Regulatory Programs

To examine qualified applicants and license those who are proficient and competent as polygraph examiners, concealed handgun licensees, and private security licensees.

OBJECTIVE 05-01

CONCEALED HANDGUNS

Concealed Handguns

Administer the handgun licensing program.

STRATEGY 05-01-01

CONCEALED HANDGUNS

Concealed Handguns

Administer the handgun licensing program. Perform background checks and determine the suitability of concealed handgun applicants; issue, suspend, or revoke handgun licenses; and administer the certification of trainers.

**OUTPUT MEASURE 05-01-01-01
(REQUESTED DELETION)**

Number of Original Handgun Licenses Issued

- ~~Short Definition: Number of Original Handgun Licenses issued after the application has been received and approved for issue.~~
- ~~Data Limitations: This is entirely a response activity.~~
- ~~Source/Collection of Data: Data collected based on actual original handgun licenses issued.~~
- ~~Method of Calculation: Tally of numbers of original handgun licenses issued daily, monthly, and annually, as well as since program inception.~~
- ~~Purpose/Importance: This number gives an actual accounting of the number of handgun licenses issued pursuant to a request for application, return of completed application with nonrefundable fee, successful passing of background check, successful completion of handgun training resulting in the issuance of a Concealed Handgun License. This aids in validating the application and approval process and makes planning and resource application meaningful.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: Yes~~

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**OUTPUT MEASURE 05-01-01-02
(REQUESTED DELETION)**

Number of Renewal Handgun Licenses Issued

- ~~Short Definition: The number of concealed handgun license renewal applications issued.~~
- ~~Data Limitations: Calculation of a final renewal rate cannot be achieved until one year past the date of expiration (a license holder may renew a license up to the first anniversary after the expiration of the license.)~~
- ~~Source/Collection of Data: The number is determined with a series of queries from the License to Carry Database (LTC).~~
- ~~Method of Calculation: Obtain the total amount of possible renewal applications and compare to the total of renewal applications actually received.~~
- ~~Purpose/Importance: To track the total number of concealed handgun renewals issued.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: Yes~~
- ~~Desired Performance: Higher than target~~
- ~~Key: Yes~~

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EFFICIENCY MEASURE 05-01-01-01
(REQUESTED NEW)

Percentage of Original Concealed Handgun Licenses Issued Within Statutory Timeframe

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Definition: Percentage of Original Concealed Handgun applications for which licenses are issued within the statutory timeframe.

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Data Limitations: Since Department resources are constant, the ability to timely issue original handgun licenses is impacted by the number of applications received by the Department during a given quarter.

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Data Source: Data is collected based on actual original concealed handgun applications received and number of licenses issued.

Methodology: The number of original concealed handgun licenses issued within the statutory timeframe during the quarter is divided by the total number of original licenses issued during the quarter to obtain a percentage. Applications for which the statute provides additional processing time due to extenuating circumstances or for which a license is not issued because the applicant is ineligible are not included in the calculation.

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

Calculation Method: Cumulative

New Measure: Yes

Target: H

Key: Y

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EFFICIENCY MEASURE 05-01-01-02
(REQUESTED NEW)

Percentage of Renewal Concealed Handgun Licenses Issued Within Statutory Timeframe

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Definition: Percentage of renewal concealed handgun applications for which licenses are issued within the statutory timeframe.

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Data Limitations: Since Department resources are constant, the ability to timely issue renewal handgun licenses is impacted by the number of applications received by the Department during a given quarter.

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Data Source: Data is collected based on actual renewal concealed handgun applications received and number of licenses issued.

Methodology: The number of renewal concealed handgun licenses issued within the statutory timeframe during the quarter is divided by the total number of renewal licenses issued during the quarter to obtain a percentage. Applications for which the statute provides additional processing time due to extenuating circumstances or for which a license is not issued because the applicant is ineligible are not included in the calculation.

Purpose: This number gives an accounting of the percentage of renewal concealed handgun licenses that are issued pursuant to statutory requirements. This identifies the actual impact or public benefit of the Department's actions and aids in determining whether the Department's resources are adequate to meet statutory requirements.

Calculation Method: Cumulative

New Measure: Yes

Target: H

Key: Y

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OUTPUT MEASURE 05-01-01-03
(REQUESTED NEW)

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Number of Original and Renewal License Applications Processed

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Definition: This measure reflects the number of handgun license applications processed by the Department.

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Data Limitations: The processing of applications is a response activity, as the Department has no control over the number of applications received from the public.

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Data Source: Data is collected based on actual original and renewal concealed handgun applications received.

Methodology: the total number of original and renewal handgun applications received during the quarter are added together.

Purpose: To show the volume of work performed by the Department related to processing concealed handgun applications.

Calculation Method: Cumulative

New Measure: Yes

Target: H

Key:

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OBJECTIVE 05-02

POLYGRAPH EXAMINERS BOARD

Polygraph Examiners Board

Ensure that 100 percent of license applicants meet minimum qualifications and issue licenses to applicants who successfully complete all portions of license examination. Ensure due process and a prompt response to 100 percent of complaints and respondents; ensure 100 percent compliance with the Polygraph Examiners Act and the board's rules and regulations; and reduce the incidence of unlicensed individuals using instruments that fail to meet the minimum standards in the testing of Texas citizens.

OUTCOME MEASURE 05-02-01

Percent of Complaints Resulting in Disciplinary Action

- Short Definition: Percent of complaints, which were resolved during the reporting period that resulted in disciplinary action.
- Data Limitations: Only documented complaints can be considered.
- Source/Collection of Data: The executive officer will keep a running database of disciplinary action taken from year to year. This data will be kept at the Board office and can be found in the complaint file logbook.
- Method of Calculation: The total number of complaints resolved during the reporting period that resulted in disciplinary action (numerator) is divided by the total number of complaints resolved during the reporting period (denominator). The result should be multiplied by 100 to achieve a percentage. Disciplinary action includes agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution, and/or fines on which the board/commission has acted.
- Purpose/Importance: The measure is intended to show the extent to which the agency exercised its disciplinary authority in proportion to the number of complaints received. It is important that both the public and licensees have an expectation that the agency will work to ensure fair and effective enforcement of the act and this measure seeks to indicate agency responsiveness to this expectation.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

**OUTCOME MEASURE 05-02-02
(REQUESTED DELETION)**

Recidivism Rate for Those Receiving Disciplinary Action

- ~~**Short Definition:** The number of repeat offenders at the end of the reporting period as a percentage of all offenders during the most recent three-year period.~~
- ~~**Data Limitations:** Only documented data can be considered.~~
- ~~**Source/Collection of Data:** The executive officer will keep a running database of disciplinary action taken from year to year. Recidivism rate can be determined from that. The database will be stored at the board office in the complaints file logbook.~~
- ~~**Method of Calculation:** The number of individuals against whom two or more disciplinary actions were taken by the board within the current and preceding two fiscal years (numerator) is divided by the total number of individuals receiving disciplinary actions within the current and preceding two fiscal years (denominator). The result is be multiplied by 100 to achieve a percentage.~~
- ~~**Purpose/Importance:** The measure is intended to show how effectively the agency enforces its regulatory requirements and prohibitions. It is important that the agency enforce statutes and administrative rules to ensure consumers are protected from unsafe, incompetent, and unethical practice by the licensee.~~
- ~~**Calculation Type:** Cumulative~~
- ~~**New Measure:** No~~
- ~~**Desired Performance:** Higher than target~~
- ~~**Key:** No~~

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OUTCOME MEASURE 05-02-03

Percent of Documented Complaints Resolved Within Six Months

- Short Definition: The percent of complaints resolved during the reporting period that were resolved within a six-month period from the time they were initially received by the agency.
- Data Limitations: Only documented complaints can be considered.
- Source/Collection of Data: The executive officer will keep a running baseline of complaints resolved including the amount of time necessary to resolve those complaints. The database will be stored at the Board office in the complaints file logbook.
- Method of Calculation: The number of complaints resolved within a period of six months or less from the date of receipt (numerator) is divided by the total number of complaints resolved during the reporting period (denominator). The result should be multiplied by 100 to achieve a percentage.
- Purpose/Importance: The measure is intended to show the percentage of complaints that are resolved within a reasonable period of time. It is important to ensure the swift enforcement of the Polygraph Examiners Act, which is an agency goal.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

**OUTCOME MEASURE 05-02-04
(REQUESTED DELETION)**

Percent of Licensees with No Recent Violations

- ~~**Short Definition:** The percent of the total number of licensed individuals at the end of the reporting period who have not incurred a violation within the current year and the preceding two years (three years total).~~
- ~~**Data Limitations:** Only documented violations can be considered. The agency would have no other way to determine if a violation had occurred.~~
- ~~**Source/Collection of Data:** The executive officer will keep a running database of violations year to year. This data will be kept at the board office in the complaint file logbook.~~
- ~~**Method of Calculation:** The total number of individuals currently licensed by the agency who have not incurred a violation within the current and preceding two years divided by the total number of individuals currently licensed by the agency. The numerator for this measure is calculated by subtracting the total number of licensees with violations during the three-year period from the total number of licensees at the end of the reporting period. The denominator is the total number of licensees at the end of the reporting period. The result is multiplied by 100 to achieve a percentage.~~
- ~~**Purpose/Importance:** Licensing individuals helps ensure that practitioners meet legal standards for professional education and practice, which is a primary agency goal. This measure is important because it indicates how effectively the agency's activities deter violations of professional standards established by statute and rule.~~
- ~~**Calculation Type:** Cumulative~~
- ~~**New Measure:** No~~
- ~~**Desired Performance:** Higher than target~~

~~**Key:** Yes~~

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STRATEGY 05-02-01

POLYGRAPH EXAMINERS BOARD

Administer and Enforce the Polygraph Examiners Act

Examine qualified applicants and license those who are proficient and competent as polygraph examiners and to enforce the Polygraph Examiners Act and ensure swift, fair, effective enforcement for all violators of the Act.

EFFICIENCY MEASURE 05-02-01-01

Average Time for Complaint Resolution

- Short Definition: The average length of time to resolve a complaint, for all complaints resolved during the reporting period.
- Data Limitations: Only documented complaints can be considered.
- Source/Collection of Data: The executive officer will keep a running database of the time required to resolve a case. The logbook will have the name of the complainant, the date the case was opened, the date the case was closed, and the name of the individual the complaint was on. The data will be kept at the board office.
- Method of Calculation: The total number of calendar days per complaint resolved, summed for all complaints resolved during the reporting period, that elapsed from receipt of a request for agency intervention to the date upon which final action on the complaint was taken by the board (numerator) is divided by the number of complaints resolved during the reporting period (denominator). The calculation excludes complaints determined to be non jurisdictional of the agency's statutory responsibilities.
- Purpose/Importance: The measure shows the agency's efficiency in resolving complaints.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

**EFFICIENCY MEASURE 05-02-01-02
(REQUESTED DELETION)**

Average Cost Per Complaint Resolved

- ~~Short Definition: Total costs expended for the resolution of complaints during the reporting period divided by the total number of complaints resolved during the reporting period.~~
- ~~Data Limitations: Only documented complaints can be considered.~~
- ~~Source/Collection of Data: The executive officer will keep a running database of cost including time required to resolve complaints. Each complaint entered into the database will include cost data.~~
- ~~Method of Calculation: The total funds expended and encumbered during the reporting period for complaint processing, investigation, and resolution (numerator) is divided by the number of complaints resolved (denominator). Costs include the following categories: salaries; supplies; travel; postage; subpoena expenses; and other costs directly related to the agency's enforcement function, including charges of the State Office of Administrative Hearings. Indirect costs are excluded from this calculation. For multiple reporting periods, year-to-date performance is calculated by adding all costs related to complaints for all reporting periods (numerator) is divided by the number of complaints resolved for all reporting periods (denominator).~~
- ~~Purpose/Importance: The measure shows the cost efficiency of the agency in resolving a complaint.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Lower than target~~
- ~~Key: No~~

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EFFICIENCY MEASURE 05-02-01-03

Average Cost Per Exam Administered

- **Short Definition:** Total costs expended for examination activities during the reporting period divided by the total number of exams administered during the reporting period.
- **Data Limitations:** Only qualified individuals will be administered the licensing examination, or any portion of it.
- **Source/Collection of Data:** The executive officer will keep a running database of individuals examined. Cost in time and money will be tracked per individual examined. The data will be kept in the individual licensing application file.
- **Method of Calculation:** Total funds expended and encumbered during the reporting period for the administration of examinations (numerator) is divided by the number of individuals to whom whole or multi-part examinations were administered (denominator). Costs incurred in a different quarter from the exam session should be included in the report for the period in which the exam was given. Costs would include the following categories: salaries; supplies; travel; postage; and other costs directly related to examination administration including exam room rental, exam application review and handling, proctoring, notification, and grading. Indirect costs are excluded from this calculation.
- **Purpose/Importance:** The measure shows the efficiency in costs to administer an exam.
- **Calculation Type:** Cumulative
- **New Measure:** No
- **Desired Performance:** Lower than target
- **Key:** No

EFFICIENCY MEASURE 05-02-01-04

Average Licensing Cost Per Individual License Issued

- Short Definition: Total expenditures (including encumbrances) for direct licensing activities during the reporting period divided by the total number of individuals licensed during the reporting period.
- Data Limitations: Only qualified individuals may seek licensure.
- Source/Collection of Data: The executive officer will keep a running database of cost including time required to license an individual. Each individual licensing file will include the documentation. The number of new and renewed licenses is obtained from performance measure data calculated each quarter. All cost data is retrieved. Time allocations are prepared and calculated.
- Method of Calculation: Total funds expended and encumbered during the reporting period for the processing of initial and renewed licenses for individuals divided by the total number of initial and renewed licenses for individuals issued during the reporting period. Costs include the following categories: salaries; supplies, travel; postage; and other costs directly related to licensing, including document review, handling, and notification. Costs related to the examination function and indirect costs are excluded from this calculation.
- Purpose/Importance: This measure is intended to show how cost-effectively the agency processes new and renewal license applications for individuals.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

**EFFICIENCY MEASURE 05-02-01-05
(REQUESTED DELETION)**

Percentage of New Individual Licenses Issued within Ten Days

• ~~**Short Definition:** The percentage of new original individual licenses that were processed during the reporting period within ten calendar days of those individuals meeting the requirement for licensing under reciprocity. This is measured from the time in days elapsed from receipt of notification that the applicant has met the requirements until the date the license is mailed, to the board secretary for final signature.~~

• ~~**Data Limitations:** Turnaround time to produce the actual license is sometimes dependant on service providers.~~

• ~~**Source/Collection of Data:** The executive officer will keep a running database of all persons who have been issued a new license, a record of when the board office was first notified of an individual being qualified to receive the new license will be recorded, and the data at which the new license is mailed to the board secretary will also be recorded. This data will be kept in the individual's licensing file.~~

• ~~**Method of Calculation:** The calculation is made using all new original licenses issued and mailed during the reporting period no sampling is used. The total number of calendar days per new licenses issued that elapsed from the receipt of notification that the applicant has passed their licensing examination or has met the requirement under reciprocity, until the date the new license is mailed to the board secretary for final signature. The total number of new licenses that meet these criteria is then divided by the total number of new licenses issued, and mailed during that quarter. This number is then multiplied by 100 and expressed as a percentage.~~

• ~~**Purpose/Importance:** This measures the ability of the agency to process new licenses in a timely manner and its responsiveness to a primary constituent group.~~

• ~~**Calculation Type:** Cumulative~~

• ~~**New Measure:** Yes~~

• ~~**Desired Performance:** Higher than target~~

• ~~**Key:** No~~

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**EFFICIENCY MEASURE 05-02-01-06
(REQUESTED DELETION)**

Percentage of Individual Licenses Renewed within Seven Days

- ~~Short Definition: The percentage of individual license renewal applications that were processed during the reporting period within seven days of receipt of the renewal application until the date the renewal verification is mailed.~~
- ~~Data Limitations: Only completed renewal applications will be considered.~~
- ~~Source/Collection of Data: The executive officer will keep a running database of all persons renewing their license. The date of receipt of the renewal is date stamped on the renewal application, and the date when the confirmation of the renewal is sent back to the applicant is also recorded on the renewal form.~~
- ~~Method of Calculation: The calculation is made using all licenses mailed during the quarter. The total number of calendar days per renewal license application that elapsed from the receipt of a renewal application until the date the renewal notification and renewal sticker is mailed back to the applicant, is determined as described above, in Source/Collection of Data. The total number of renewed licenses that meet this criterion is then divided by the total number of renewals mailed during the quarter. This number is then multiplied by 100 and expressed as a percentage.~~
- ~~Purpose/Importance: This measures the ability of the agency to process renewal applications in a timely manner and its responsiveness to a primary constituent group.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: Yes~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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EFFICIENCY MEASURE 05-02-01-07
(REQUESTED NEW)

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Percentage of Licensing Examination Examinees Notified

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Definition: Percentage of licensing examination examinees notified within 30 days of the results of their licensing examination.

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Data Limitations: Any portion of the examination falls within the target measure.

Data Source: The executive officer will keep a database (record) every time the target is not met.

Methodology: Actual performance will be divided by expected performance x 100% to get a percentage.

Purpose: The measure shows the agency's responsiveness to notify examiners of their licensing examination results.

Calculation Method: Cumulative

New Measure: Yes

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Target: H

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EFFICIENCY MEASURE 05-02-01-08
(REQUESTED NEW)

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Percentage of Complainants Notified

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Definition: Percentage of Complainants notified on a quarterly basis regarding the status of their complaint.

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Data Limitations: Only document complaints fall within this measure.

Data Source: The executive officer will keep a database (record) every time the target is not met.

Methodology: Actual performance will be divided by expected performance x 100% to get a percentage.

Purpose: The measure shows the Agency's responsiveness to resolve complaints.

Calculation Method: Cumulative

New Measure: Yes

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Target: H

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EXPLANATORY MEASURE 05-02-01-01

Number of ~~Jurisdictional~~ Complaints Received

- Short Definition: The total number of complaints received during the reporting period to which the agency responded~~that are within the agency's jurisdiction of statutory responsibility.~~
- Data Limitations: Only documented ~~jurisdictional~~ complaints will be considered.
- Source/Collection of Data: The executive officer will keep a running database of the ~~jurisdictional~~ complaints received. This data will be kept in the Complaint File logbook at the board office.
- Method of Calculation: The agency sums the total number of complaints received ~~only relative to their jurisdiction. It also keeps track of total number of complaints that are not in their jurisdiction, but does not use that figure in its calculation.~~
- Purpose/Importance: The measure shows the number of complaints, which helps determine agency workload.~~The measure shows the number of jurisdictional complaints, which helps determine agency workload.~~
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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**EXPLANATORY MEASURE 05-02-01-02
(REQUESTED DELETION)**

Licensing Examination Pass Rate

- ~~Short Definition: The percent of individuals to whom a whole examination, or segments of a multipart examination were administered during the reporting period who received a passing score.~~
- ~~Data Limitations: Only qualified individuals will be examined.~~
- ~~Source/Collection of Data: The executive officer will keep a running database of the number of persons taking each examination session and the number of those passing and failing will be recorded. This data will be kept at the board office in the Pass/Fail Record Book.~~
- ~~Method of Calculation: The total number of individuals who passed the examination (numerator) is divided by the total number of individuals examined (denominator). The result is then multiplied by 100 to achieve a percentage. If two exams were given in the same reporting period, the total number of individuals passing the exam during the reporting period is divided by the total number of persons taking the exam during the reporting period. Persons taking the exam multiple times are counted each time they take the exam.~~
- ~~Purpose/Importance: The measure shows the rate at which those examined passed. This is an important step in the licensing process and a low pass rate may represent unnecessarily restrictive licensure requirements or inadequate preparation by licensure applicants.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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EXPLANATORY MEASURE 05-02-01-03

Total Number of Individuals Licensed

- Short Definition: Total number of individuals licensed at the end of the reporting period.
- Data Limitations: Only qualified individuals will be licensed. Internship Licenses are not counted.
- Source/Collection of Data: The executive officer will keep a running database of all licenses issued in a given year. This data will be kept at the board office in the Annual License file, which could be cross checked to the receipt book. At the end of each fiscal year, the executive officer sorts the addresses of all individuals licensed by the agency. Duplicate addresses are checked for duplicate names and duplicate names are removed from the list. This list is printed and maintained at the board office.
- Method of Calculation: The total unduplicated number of individuals licensed that is stored in the licensing database by the agency at the end of the reporting period. This agency does not have any inactive licenses.
- Purpose/Importance: The measure shows the total number of individual licenses currently issued which indicates the size of one of the agency's primary constituencies.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

EXPLANATORY MEASURE 05-02-01-04

Number of New Internship Licenses Issued

- Short Definition: The total number of new Internship Licenses issued during the reporting period.
- Data Limitations: Only qualified persons will be issued an internship.
- Source/Collection of Data: The executive officer will keep a running database of new internships issued. This database will be kept in the Internship logbook at the board office. Every time a new Internship License is issued, the licensees' name and internship license number will be recorded in the logbook.
- Method of Calculation: The total number of individual issued or in possession of an Internship License at the end of the reporting period.
- Purpose/Importance: The measure shows the total number of Internship Licenses issued during the reporting period can be used to track potential licenses.
- Calculation Type: Cumulative
- New Measure: Yes
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-02-01-01

Number of Investigations Conducted

- Short Definition: The number of investigations completed during the reporting period. This is to include investigations on complaints, consumer concerns, issuance/monitoring of internship and licensing.
- Data Limitations: Only documented events can be considered.
- Source/Collection of Data: The executive officer will keep a running database on investigations conducted on complaints, consumer concerns, internship and licensing of others. Investigations associated with complaints and consumer concerns will have their own logbooks. Investigations conducted to determine whether an applicant qualifies for internship or licensing under reciprocity will be kept in those individual's internship file or licensing file which will be kept at the board office.
- Method of Calculation: The total number of investigations conducted during the reporting period.
- Purpose/Importance: The measure shows the workload associated with conducting required investigations.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-02-01-02

Number of Upheld Jurisdictional Complaints Resolved

- Short Definition: The total number of upheld jurisdictional complaints resolved during the reporting period.
- Data Limitations: Only documented upheld jurisdictional complaints ~~will~~ can be considered; consumer concerns will not be addressed in this measure.
- Source/Collection of Data: The executive officer will keep a running database of upheld jurisdictional complaints resolved/stored at the board office. The data will be kept in the complaint file logbook.
- Method of Calculation: The total number of upheld jurisdictional complaints during the reporting period upon which final action was taken by the board for which a determination is made that a violation did occur. A complaint that, after preliminary investigation, is determined to be non-jurisdictional ~~will be recorded and identified as such.~~ is not a resolved complaint.
- Purpose/Importance: The measure shows the workload associated with resolving upheld jurisdictional complaints.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-02-01-03

Number of Individuals Examined

- Short Definition: The number of individuals to whom examinations were administered in whole or in part during the reporting period.
- Data Limitations: Only qualified persons will be examined.
- Source/Collection of Data: The executive officer will keep a running database of persons examined. That database will be kept at the board office and can further be cross checked with the receipt book.
- Method of Calculation: For an exam administered in one session even if comprised of periods with breaks or on more than one day, the individuals attending the session are counted only once. An individual who attends two sessions for two exams or parts of exams should be counted twice.
- Purpose/Importance: The measure shows the number of individuals examined which is a primary step in licensing the individual and represents a major cost element for the agency. Examination grading and notification costs are directly related to this measure.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-02-01-04

Number of Examination Sessions Conducted

- Short Definition: The number of examination sessions conducted during the reporting period. This is also including special examination sessions and the relicensing examinations.
- Data Limitations: Only qualified persons will be examined.
- Source/Collection of Data: The executive officer will keep a running database on examination sessions conducted at the board office, every time an examination is conducted. The name of the individual being examined will be logged as well as the date of the examination and the portion of the examination administered.
- Method of Calculation: The total number of examination sessions conducted during the reporting period will be counted. An examination session is defined as any time the executive officer or board administers a licensing examination, regardless of how many applicants are tested or what portion of the examination is administered.
- Purpose/Importance: The measure shows the workload associated with administering the licensing examination in full or in part.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: Yes

OUTPUT MEASURE 05-02-01-05

Number of New Licenses Issued to Individuals

- Short Definition: The number of new original licenses issued to previously unlicensed individuals during the reporting period.
- Data Limitations: Only qualified persons will be licensed.
- Source/Collection of Data: The executive officer will keep a running database of all new original licenses issued to individuals. That data will be kept at the board office. In the licensing logbook, other data such as method of licensure and date are also collected. This logbook has the names, numbers, and dates of all licenses that have been issued. The total number of names shown on the list for that quarter are counted for data collection.
- Method of Calculation: This measure counts the total number of new original licenses issued to individuals during the reporting period, regardless of when the application was originally received. Those individuals who had a license in the previous reporting period are not counted. Only new licenses are counted. Licenses are counted as new for persons who were previously licensed but whose license expired so that they were required to meet all criteria of a new applicant.
- Purpose/Importance: A successful licensing structure must ensure that legal standards for professional education and practice are met prior to licensure. This measure is a primary workload indicator which is intended to show the number of persons who were documented to have successfully met all licensure criteria established by statute and rules as verified by the agency during the reporting period.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-02-01-06

Number of Individual Licenses Renewed

- Short Definition: The number of licensed individuals who held licenses previously and renewed their license during the current reporting period.
- Data Limitations: Only qualified persons may renew their licenses.
- Source/Collection of Data: The executive officer will keep a running database of individuals who renew their licenses. The data will be kept at the board office in a logbook and can be cross checked with the receipt book. By viewing the receipt book, those that have renewed each quarter can be verified.
- Method of Calculation: The measure is calculated by querying the agency licensing receipt book to produce the total number of licenses issued to previously licensed individuals during the reporting period.
- Purpose/Importance: Licensure renewal is intended to ensure that persons who want to continue to practice in their respective profession satisfy current legal standards established by statute and rule for professional education and practice. This measure is intended to show the number of licenses that were issued during the reporting period to individuals who currently held a valid license.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-02-01-07
(REQUESTED NEW)

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Polygraph Continuing Education Program

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Definition: To recognize, prepare, and implement continuing education programs.

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Data Limitations: None

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Data Source: Number of seminars conducted.

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Methodology: Manual tabulation

Purpose: The intent of this measure is to provide educational opportunities in order to better serve the needs of the state of Texas.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

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OBJECTIVE 05-03

PRIVATE SECURITY BUREAU

Private Security Bureau

To enforce the provisions of the Private Security Act for the protection of the general public and consumers of private investigations and security services and products.

OUTCOME MEASURE 05-03-01 (REQUESTED DELETION)

Ratio of Complaints Filed Per 100 Licensee Population

~~• **Short Definition:** The number of complaints assigned for investigation during the reporting period for every 100 licenses issued to individuals, businesses, and programs/schools licensed at the end of the reporting period.~~

~~• **Data Limitations:** None~~

~~• **Source/Collection of Data:** The Private Security Bureau's database program and hard copy records are the source of complaint data and collection will be through reports generated that provide not only a count, but also a listing of the measure's element for backup. The Private Security Bureau manager is responsible for the complaint data and the data is stored in the bureau's oversight report files.~~

~~• **Method of Calculation:** The Private Security Bureau's database program and hard copy records will be queried for a count of all licenses active at the end of the reporting period and for a count of complaints assigned on dates between the beginning of the reporting period and the end of the reporting period. Any complaints identified as duplicates are subtracted from the total of complaints assigned for investigation. The number of licensees is divided by 100 and the number of complaints is then divided by that figure.~~

~~• **Purpose/Importance:** This measure is important because it is an indicator of fluctuations in compliance in the regulated industries. The Private Security Bureau can use this measure as a signal to increase proactive enforcement efforts, to enhance compliance training efforts, or to develop other means by which compliance can be increased. The measure also serves as an indicator of the impact of enforcement and compliance training efforts.~~

~~• **Calculation Type:** Noncumulative~~

~~• **New Measure:** No~~

~~• **Desired Performance:** Lower than target~~

~~• **Key:** No~~

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**OUTCOME MEASURE 05-03-02
(REQUESTED DELETION)**

~~Percent of Complaints Resulting in Disciplinary Action~~

~~• **Short Definition:** Percent of complaints, which were resolved during the reporting period that resulted in disciplinary action.~~

~~• **Data Limitations:** Disciplinary actions occurring within a reporting period, such as civil penalty payments, may be delayed in reporting due to mail transit time.~~

~~• **Source/Collection of Data:** The Private Security Bureau's database program and hard copy records are the source of complaint data and collection will be through reports generated that provide not only a count, but also a listing of the measure's element for backup. The Private Security Bureau manager is responsible for the complaint data and the data is stored in the Private Security Bureau's oversight report files.~~

~~• **Method of Calculation:** The total number of complaints resolved during the reporting period that resulted in disciplinary action (numerator) is divided by the total number of complaints resolved during the reporting period (denominator). The result should be multiplied by 100 to achieve a percentage. Disciplinary action includes agreed orders, reprimands, warnings, suspensions, probation, revocation, restitution, and/or fines on which the Private Security Bureau has acted.~~

~~• **Purpose/Importance:** The measure is intended to show the extent to which the Private Security Bureau exercises its disciplinary authority in proportion to the number of complaints received. It is important that both the public and licensees have an expectation that the Private Security Bureau will work to ensure fair and effective enforcement of Title 10, Chapter 1702, of the Texas Occupations Code, and this measure seeks to indicate Private Security Bureau responsiveness to this expectation.~~

~~• **Calculation Type:** Noncumulative~~

~~• **New Measure:** No~~

~~• **Desired Performance:** Higher than target~~

~~• **Key:** No~~

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**OUTCOME MEASURE 05-03-03
(REQUESTED DELETION)**

~~Recidivism Rate for Those Receiving Disciplinary Action~~

- ~~• **Short Definition:** The number of repeat offenders at the end of the reporting period as a percentage of all offenders during the most recent three year period.~~
- ~~• **Data Limitations:** None~~
- ~~• **Source/Collection of Data:** The Private Security Bureau's database program and hard copy records are the source of complaint data and collection will be through reports generated that provide not only a count, but also a listing of the measure's element for backup. The Private Security Bureau manager is responsible for the complaint data and the data is stored in the bureau's oversight report files.~~
- ~~• **Method of Calculation:** The number of individuals against whom two or more disciplinary actions were taken by the Private Security Bureau within the current and preceding two fiscal years (numerator) is divided by the total number of individuals receiving disciplinary actions within the current and preceding two fiscal years (denominator). The result is then be multiplied by 100 to achieve a percentage.~~
- ~~• **Purpose/Importance:** The measure is intended to show how effectively the Private Security Bureau enforces its regulatory requirements and prohibitions. It is important that the Private Security Bureau enforce Title 10, Chapter 1702, of the Texas Occupations Code and rules strictly enough to ensure consumers are protected from unsafe, incompetent, and unethical practice by the registered or licensed professional.~~
- ~~• **Calculation Type:** Noncumulative~~
- ~~• **New Measure:** No~~
- ~~• **Desired Performance:** Lower than target~~
- ~~• **Key:** No~~

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OUTCOME MEASURE 05-03-04
(REQUESTED DELETION)

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Percent of Documented Complaints Resolved within Six Months

- ~~Short Definition: The percent of complaints resolved during the reporting period that were resolved within a six-month period from the time they were initially received by the Bureau.~~
- ~~Data Limitations: None~~
- ~~Source/Collection of Data: The Bureau's database program and hard copy records are the source of complaint data and collection will be through reports generated that provide not only a count, but also a listing of the measure's element for backup. The Private Security Bureau manager is responsible for the complaint data and the data is stored in the Private Security Bureau's oversight report files.~~
- ~~Method of Calculation: The number of complaints resolved within a period of six months or less from the date of receipt (numerator) is divided by the total number of complaints resolved during the reporting period (denominator). The result is then multiplied by 100 to receive a percentage.~~
- ~~Purpose/Importance: The measure is intended to show the percentage of complaints, which are resolved within a reasonable period of time. It is important to ensure the swift enforcement of Title 10, Chapter 1702 of the Texas Occupations Code.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

OUTCOME MEASURE 05-03-05 (REQUESTED DELETION)

Percent of Licensees with No Recent Violations

- ~~**Short Definition:** The percent of the total number of licensed, registered, or certified individuals at the end of the reporting period who have not incurred a violation within the current and preceding two years (three years total).~~
- ~~**Data Limitations:** None~~
- ~~**Source/Collection of Data:** The Private Security Bureau's database program and hard copy records are the source of disciplinary actions and licensed 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 Bureau manager is responsible for data involving disciplinary action and licensed population. The measure's data is stored in the Private Security Bureau's oversight report files.~~
- ~~**Method of Calculation:** The total number of individuals currently licensed, registered, or certified by the Private Security Bureau who have not incurred a violation within the current and preceding two years is divided by the total number of individuals currently licensed, registered, or certified by the Private Security Bureau. The numerator for this measure is calculated by subtracting the total number of licensees with violations during the three-year period from the total number of licensees at the end of the reporting period. The denominator is the total number of licensees at the end of the reporting period. The result is multiplied by 100 to achieve a percentage.~~
- ~~**Purpose/Importance:** Licensing, registering, or certifying individuals helps ensure that practitioners meet legal standards for professional education and practice, which is a primary Private Security Bureau goal. This measure is important because it indicates how effectively the Private Security Bureau's activities deter violations of professional standards established by statute and rule.~~
- ~~**Calculation Type:** Noncumulative~~
- ~~**New Measure:** No~~
- ~~**Desired Performance:** Higher than target~~
- ~~**Key:** Yes~~

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STRATEGY 05-03-01

PRIVATE SECURITY BUREAU INVESTIGATIONS

Private Security Bureau Investigations

Investigate allegations, reports, and notices of violations to the Private Security Act and rules through the Private Security Bureau (PSB).

EFFICIENCY MEASURE 05-03-01-01

Average Time for Case Resolution

- Short Definition: The average length of time to resolve a case for all cases resolved during the reporting period. Cases resolved include cases arising from complaints received from the public, as well as cases initiated by bureau investigators.
- Data Limitations: None
- Source/Collection of Data: The bureau's database program and hard copy records are the source of case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The bureau manager is responsible for all the measure data. The data is stored in the bureau's oversight report files.
- Method of Calculation: The total number of calendar days per case resolved, summed for all cases resolved during the reporting period, that elapsed from receipt of a request for bureau intervention to the date upon which final action on the case was taken by the bureau (numerator) is divided by the number of cases resolved during the reporting period (denominator). The calculation excludes cases determined to be non-jurisdictional of the bureau's statutory responsibilities.
- Purpose/Importance: The measure shows the bureau's efficiency in resolving cases.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: Yes

**EFFICIENCY MEASURE 05-03-01-02
(REQUESTED DELETION)**

~~Average Cost Per Case Resolved~~

~~• Short Definition: Total costs expended for the resolution of cases during the reporting period divided by the total of cases resolved during the reporting period. Cases resolved include cases arising from complaints received from the public, as well as cases initiated by bureau investigators.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau's database program and hard copy records are the source of case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The bureau manager is responsible for all the measure data. The data is stored in the bureau's oversight report files.~~

~~• Method of Calculation: The total funds expended and encumbered during the reporting period for case processing, investigation, and resolution (numerator) is divided by the number of cases resolved (denominator). Costs include the following categories: salaries, supplies, travel, postage, subpoena expenses, and other costs directly related to the bureau's enforcement function, including charges to the State Office of Administrative Hearings. These costs are computed using the appropriate expenditures (including encumbrances) shown from each category in the Bureau accounting system. Indirect costs are excluded from this calculation. For multiple reporting periods, year-to-date performance is calculated by adding all costs related to cases for all reporting periods (numerator) and dividing by the number of cases resolved for all reporting periods (denominator).~~

~~• Purpose/Importance: The measure shows the cost efficiency of case resolution.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Lower than target~~

~~• Key: Yes~~

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**EXPLANATORY MEASURE 05-03-01-01
(REQUESTED DELETION)**

Number of Jurisdictional Cases Received

- ~~Short Definition: The total number of cases opened during the reporting period, which are within the bureau's jurisdiction of statutory responsibility. Cases resolved include cases arising from complaints received from the public, as well as cases initiated by bureau investigators.~~
- ~~Data Limitations: None~~
- ~~Source/Collection of Data: The bureau's database program and hard copy records are the source of case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The bureau manager is responsible for all the measure data. The data is stored in the bureau's oversight report files.~~
- ~~Method of Calculation: The bureau sums the total number of cases opened only relative to its jurisdiction. It also keeps track of total number of cases that are determined not to be in its jurisdiction but does not use that figure in this calculation.~~
- ~~Purpose/Importance: The measure shows the number of jurisdictional cases, which helps determine the bureau's workload.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Lower than target~~
- ~~Key: No~~

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**OUTPUT MEASURE 05-03-01-01
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Number of Cases Resolved

- ~~Short Definition: The total number of administrative cases resolved by the bureau during the reporting period.~~
- ~~Data Limitations: None~~
- ~~Source/Collection of Data: The bureau's database program and hard copy records are the source of administrative case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The bureau manager is responsible for all measure data. The data is stored in the bureau's oversight report files.~~
- ~~Method of Calculation: Cases resolved are administrative cases where: 1) there is a determination of no violation; 2) an administrative violation is found and resolutions include warnings, reprimands, fines, settlement agreements, the case is set for a State Office of Administrative Hearing, or the licensee is contesting the Bureau's determinations; or 3) a violation is found and the criminal case is presented to the local District Attorney's Office. Complaints which, after preliminary investigation are determined to be nonjurisdictional, are not counted as resolved complaints.~~
- ~~Purpose/Importance: The measure shows the workload associated with resolving administrative cases.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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**OUTPUT MEASURE 05-03-01-02
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~~Number of Criminal Investigations Resolved~~

- ~~• Short Definition: The total number of criminal cases resolved during the reporting period. Cases resolved include cases arising from complaints received from the public, as well as cases initiated by bureau investigators.~~
- ~~• Data Limitations: None~~
- ~~• Source/Collection of Data: The bureau's database program and hard copy records are the source of criminal case data and resolution time. The collection of data will be through reports generated that provide not only a count, but also a listing of the measure's elements for backup. The bureau manager is responsible for all the measure data. The data is stored in the bureau's oversight report files.~~
- ~~• Method of Calculation: The total number of criminal cases during the reporting period, which the bureau resolved.~~
- ~~• Purpose/Importance: The measure shows the workload associated with resolving criminal cases.~~
- ~~• Calculation Type: Cumulative~~
- ~~• New Measure: No~~
- ~~• Desired Performance: Higher than target~~
- ~~• Key: Yes~~

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STRATEGY 05-03-02

PRIVATE SECURITY BUREAU ENFORCEMENT

Private Security Bureau Enforcement

Seek timely prosecution of unlicensed companies providing regulated services and take administrative action against licensed companies and registered and commissioned individuals operating in violation of the Private Security Act and rules.

**EFFICIENCY MEASURE 05-03-02-01
(REQUESTED DELETION)**

Average Cost Per Disciplinary Action

- ~~**Short Definition:** Average funds expended during the reporting period, which are directly attributable to the bureau's enforcement and investigation strategy.~~
- ~~**Data Limitations:** None~~
- ~~**Source/Collection of Data:** The bureau's database program and hard copy records are the source of administrative case data and cost data. Collection will be through reports generated by the database program. The bureau manager is responsible for the administrative case data. The data is stored in the bureau's oversight report files. The Accounting and Budget Control is responsible for cost data. The data is stored in the Accounting and Budget Control's oversight report files.~~
- ~~**Method of Calculation:** The total funds expended and encumbered during the reporting period for the enforcement strategy (numerator) is divided by the number of cases assigned an administrative docket number during the reporting period (denominator). Costs include the following categories: salaries; supplies; travel; postage; subpoena expenses; and other costs directly related to the bureau's enforcement function, including charges of the State Office of Administrative Hearings. These costs are computed using the appropriate expenditures (including encumbrances) shown from each category in the bureau's accounting system. Indirect costs are excluded from this calculation. For multiple reporting periods, year-to-date performance is calculated by adding all costs related to cases settled, dismissed or adjudicated for all reporting periods (numerator) and dividing by the number of cases settled, dismissed, or set for hearing for all reporting periods (denominator).~~
- ~~**Purpose/Importance:** This figure provides the bureau with a means of determining cost variations associated with changes in approach to disciplinary actions.~~
- ~~**Calculation Type:** Cumulative~~
- ~~**New Measure:** No~~
- ~~**Desired Performance:** Lower than target~~
- ~~**Key:** Yes~~

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**EXPLANATORY MEASURE 05-03-02-01
(REQUESTED DELETION)**

~~Average Time for Final Disposition in Docketed Cases before SOAH~~

~~• **Short Definition:** The average number of days between the date a SOAH Administrative Law Judge issues a Proposal for Decision and the date the bureau renders a final decision in all docketed cases for which a final decision is rendered.~~

~~• **Data Limitations:** None~~

~~• **Source/Collection of Data:** The bureau's database program and hard copy records are the source of case data. Collection will be through reports generated that provide not only a count, but also a listing, of the measure's element for backup. The bureau manager is responsible for the data. The data is stored in the bureau's oversight report files.~~

~~• **Method of Calculation:** The number of days elapsing between the date a Proposal for Decision is issued by a SOAH Administrative Law Judge and the date a final decision is rendered by the bureau is tallied for all administrative cases for which a final decision was rendered during the reporting period. This tally is then divided by the number of administrative cases for which a final decision was rendered during the reporting period to produce an average.~~

~~• **Purpose/Importance:** This figure provides the bureau a means of identifying the time elapsing, over which the bureau has some control, between the date a final decision could be rendered, and the date a final decision is, in fact, rendered.~~

~~• **Calculation Type:** Cumulative~~

~~• **New Measure:** No~~

~~• **Desired Performance:** Lower than target~~

~~• **Key:** No~~

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OUTPUT MEASURE 05-03-02-01

Number of Criminal Cases Presented to Local Prosecutors

- Short Definition: Number of cases resolved by presentation to local prosecutors for criminal prosecution.
- Data Limitations: None
- Source/Collection of Data: The bureau's database program and hard copy records are the source of complaint data. Collection will be through reports generated that provide not only a count, but also a listing of the measure's element for backup. The bureau manager is responsible for the complaint data. The data is stored in the bureau's oversight report files.
- Method of Calculation: These complaints resulting in cases presented for criminal prosecution during the reporting period will be tallied for a total of all cases presented for criminal prosecution.
- Purpose/Importance: This measure shows how frequently the bureau relies on criminal prosecution to effect compliance. It is important in that criminal prosecution is often an indicator of the frequency of deliberate and ongoing violations.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-03-02-02

Number of Cases Settled, Dismissed, or Set for Hearing

- Short Definition: Number of cases that result in cases which are settled, dismissed, or set for hearing during the reporting period.
- Data Limitations: None
- Source/Collection of Data: The bureau's database program and hard copy records are the source of administrative case data. Collection will be through reports generated that provide not only a count, but also a listing, of the measure's element for backup. The bureau manager is responsible for the case data. The data is stored in the bureau's oversight report files.
- Method of Calculation: Those cases for which an administrative hearing date was set within the reporting period are added to those cases which were settled or dismissed within the reporting period for a total of all cases settled, dismissed or set for hearing during the reporting period.
- Purpose/Importance: The measure reflects the administrative adjudication workload of the bureau.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-03-02-03

Number of Docketed Administrative Cases Closed

- Short Definition: Number of administrative cases docketed for adjudication before the State Office of Administrative Hearings and the Private Security Board for which a final decision has been rendered.
- Data Limitations: None
- Source/Collection of Data: The bureau's database program and hard copy records are the source of administrative case data and collection will be through reports generated that provide not only a count, but also a listing, of the measure's element for backup. The bureau manager is responsible for the case data and the data is stored in the bureau's oversight report files.
- Method of Calculation: Those docketed cases for which a final decision has been rendered by the bureau manager during the reporting period are tallied. Those docketed cases which have been settled without hearing by Order of Consent, Order of Dismissal, or any other legal recourse during the reporting period are tallied. These tallies are then added for a total of docketed administrative cases closed.
- Purpose/Importance: The measure reflects the administrative adjudication workload of the bureau.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 05-03-02-04

Number of Administrative Cases Opened

- Short Definition: The number of cases assigned an administrative docket number.
- Data Limitations: None
- Source/Collection of Data: The bureau's database program and hard copy records are the source of administrative case data. Collection will be through reports generated by the database program. The bureau manager is responsible for the administrative case data. The data is stored in the bureau's oversight report files.
- Method of Calculation: The total number of cases assigned and administrative docket number during the reporting period.
- Purpose/Importance: This measure shows the workload associated with administrative cases.
- Calculation Type: Cumulative
- New Measure: Yes
- Desired Performance: Higher than target
- Key: No

STRATEGY 05-03-03

PRIVATE SECURITY BUREAU LICENSES AND REGISTRATION

Private Security Bureau-Licenses and Registration

Issue and renew company licenses and individual registrations and commissions (gun permits) of qualified applicants and deny same to those applicants who do not meet minimum standards.

**EFFICIENCY MEASURE 05-03-03-01
(REQUESTED DELETION)**

~~Average Time Forwarding Fingerprint Cards to CRS for Classification~~

~~•Short Definition: The average number of days elapsing between the date fingerprint cards are received (with their initial applications) and the date the fingerprint cards are submitted to Crime Records Service (CRS) for classification during the reporting period.~~

~~•Data Limitations: None~~

~~•Source/Collection of Data: The bureau's database program and hard copy records are the source for the data collection for this measure. At the end of each fiscal year, the licensing section supervisor queries the database for individual records which contain dates within the reporting period in the database fields labeled 1st DPS card received, and the 1st DPS submitted. The query will generate a report which will list the name of the individual, social security number, date 1st DPS card received, date 1st DPS submitted, and the number of days between the two dates shown. The licensing section supervisor is responsible for the collection of the data and the documentation is maintained within the licensing section for review.~~

~~•Method of Calculation: The average time for forwarding fingerprint cards to CRS for classification is calculated by totaling the number of records found with a date within the reporting period (total records.) Duplicate names are eliminated from the calculation. The total number of calendar days that elapsed from the 1st DPS card received and 1st DPS submitted is added together (total calendar days.) The total calendar days is then divided by the total records. The outcome is the average time (days) for forwarding fingerprint cards to CRS for classification.~~

~~•Purpose/Importance: The measure permits the bureau to monitor how promptly fingerprint cards are forwarded to CRS. The measure is important because it directly relates to how long an applicant can work in the private investigations and security industries before a criminal history check is completed.~~

~~•Calculation Type: Cumulative~~

~~•New Measure: No~~

~~•Desired Performance: Lower than target~~

~~• Key: No~~

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**EFFICIENCY MEASURE 05-03-03-02
(REQUESTED DELETION)**

~~Average Licensing Cost Per Individual License Issued~~

~~•Short Definition: Total expenditures (including encumbrances) for direct licensing activities during the reporting period divided by the total number of individuals licensed during the reporting period.~~

~~•Data Limitations: None~~

~~•Source/Collection of Data: The bureau's database program and hard copy records are the source of individual licenses issued and cost data. Collection will be through reports generated by the database program. The licensing section supervisor is responsible for the individual licenses issued and the data is stored in the licensing section's oversight report files. The Accounting and Budget Control is responsible for cost data and the data is stored in the Accounting and Budget Control's oversight report files.~~

~~•Method of Calculation: Total funds expended and encumbered during the reporting period for the processing of initial and renewed individual licenses is divided by the total number of initial and renewed individual licenses issued during the reporting period. Costs include the following categories: salaries, supplies, travel, postage, document review, handling and notification. Costs related to examination function and indirect costs are excluded from this calculation.~~

~~•Purpose/Importance: This measure is intended to show how cost-effectively the bureau processed new and renewal licensing applications for individuals.~~

~~•Calculation Type: Cumulative~~

~~•New Measure: No~~

~~•Desired Performance: Lower than target~~

~~• Key: Yes~~

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**EFFICIENCY MEASURE 05-03-03-03
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~~Average Licensing Cost Per Facility License Issued~~

~~• Short Definition: Total expenditures (including encumbrances) for direct licensing activities during the reporting period divided by the total number of facilities licensed during the reporting period.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau's database program and hard copy records are the source of facility licenses issued and cost data. Collection will be through reports generated by the database program. The licensing section supervisor is responsible for the facility licenses issued and the data is stored in the licensing section's oversight report files. The Accounting and Budget Control is responsible for cost data and the data is stored in the Accounting and Budget Control's oversight report files.~~

~~• Method of Calculation: Total funds expended and encumbered during the reporting period for the processing of initial and renewed facility licenses (numerator) is divided by the total number of initial and renewed facility licenses issued during the reporting period (denominator). Costs include the following categories: salaries, supplies, travel, postage, document review, handling, and notification. Indirect costs are excluded from this calculation.~~

~~• Purpose/Importance: This measure is intended to show how cost-effectively the bureau processes new and renewal licensing applications for facilities.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Lower than target~~

~~• Key: No~~

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**EFFICIENCY MEASURE 05-03-03-04
(REQUESTED DELETION)**

Average Cost Per Exam Administered

~~•**Short Definition:** Total costs for examination activities (excluding exam purchase costs) during the reporting period divided by the total number of exams administered during the reporting period.~~

~~•**Data Limitations:** None~~

~~•**Source/Collection of Data:** The bureau's database program and hard copy records are the source for exams administered and cost data. Collection will be through reports generated by the database program. The licensing section supervisor is responsible for the exams administered and the data is stored in the licensing section's oversight report files. The Accounting and Budget Control is responsible for cost data and the data is stored in the Accounting and Budget Control's oversight report files.~~

~~•**Method of Calculation:** Total funds expended and encumbered that are retrieved from the bureau's accounting system during the reporting period for the administration of examinations from the bureau's administered database (excluding examination purchase of development costs) (numerator) is divided by the number of individuals to whom examinations were administered (denominator). Costs incurred in a different reporting period from the exam session are included in the report for the reporting period in which the exam was given. Costs in the following categories are included: salaries, supplies, postage, and other costs directly related to examination administration including exam application review and handling, notification, and grading. Indirect costs are excluded from this calculation.~~

~~•**Purpose/Importance:** The measure shows the efficiency in costs to administer an exam.~~

~~•**Calculation Type:** Cumulative~~

~~•**New Measure:** No~~

~~•**Desired Performance:** Lower than target~~

~~• **Key:** No~~

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EFFICIENCY MEASURE 05-03-03-05

Average Time for Individual Registration and Bureau Renewal

- **Short Definition:** The number reflects the average number of calendar days that elapse between the receipt date and issuance dates for all individual licenses renewed within the reporting period.
- **Data Limitations:** Individuals must undergo a criminal history check with the Department of Public Safety, and the Federal Bureau of Investigation, individuals may be in default on student loans.
- **Source/Collection of Data:** The bureau's database program and hard copy records are the source for the data collection for this measure. At fiscal year end, the licensing section supervisor queries the database for registrations or commissions that were renewed which contain dates within the reporting period. The query generates a report that lists names, social security numbers, license type, receipt dates, issue dates, and the number of days between the receipt date and issue date. The licensing section supervisor is responsible for the collection of the data and the documentation is maintained within the licensing section for review.
- **Method of Calculation:** The average time for individual registration and commission renewal is calculated by totaling the number of records found with a date within the reporting period (total records). The total number of calendar days that elapsed is added together (total calendar days). The total calendar days is then divided by the total records. The outcome is the average time (days) for individual registration and commission renewal.
- **Purpose/Importance:** The measure shows the bureau's efficiency in renewing registrations and commissions to individuals.
- **Calculation Type:** Cumulative
- **New Measure:** No
- **Desired Performance:** Lower than target
- **Key:** No

EFFICIENCY MEASURE 05-03-03-06

Average Time for Individual Original Registration and Bureau Issuance

- Short Definition: The number reflects the average number of calendar days that elapse between the receipt dates and issuance dates for individual original licenses issued within the reporting period.
- Data Limitations: Individuals must undergo a criminal history check with the Department of Public Safety, and the Federal Bureau of Investigation. Individuals may submit incomplete applications or unclassifiable fingerprints. Individuals may be in default on student loans.
- Source/Collection of Data: The Private Security Bureau's database program and hard copy records are the source for the data collection for this measure. At fiscal year end, the licensing section supervisor queries the database for registrations or commissions that were issued with dates within the reporting period. The query generates a report, which lists names, social security numbers, license types, receipt dates, and the number of days between the receipt date and issue dates. The licensing section supervisor is responsible for the collection of the data and the documentation is maintained within the licensing section for review.
- Method of Calculation: The average time for individual registration and commission issuance is calculated by totaling the number of records found with a date within the reporting period (total records). The total number of calendar days that elapsed is added together (total calendar days.) The total calendar days are then divided by the total records. The outcome is the average time (days) for individual registration and commission issuance.
- Purpose/Importance: The measure shows the bureau's efficiency in issuing registrations and commissions to individuals.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

EFFICIENCY MEASURE 05-03-03-07

Average Time for Facility License Issuance

- Short Definition: The number reflects the average number of calendar days which elapse between the receipt date and issuance dates for all facility license (original and renewal) issued within the reporting period.
- Data Limitations: Company may not be in good standing with the Comptroller's office, company fails to provide proof of liability insurance, owners, officers, partners, shareholders, or manager may be in default on a student loan.
- Source/Collection of Data: The bureau's database program and hard copy records are the sources for the data collection for this measure. At fiscal year end, the licensing section supervisor queries the database for companies that were issued or renewed with dates within the reporting period. The query generates a report, which lists company names, license numbers, receipt dates, issue dates, and the number of days between the receipt date and issue dates. The licensing section supervisor is responsible for the collection of the data and the documentation is maintained within the licensing section for review.
- Method of Calculation: The average time for facility license issuance is calculated by totaling the number of records found with a date within the reporting period (total records). The total number of calendar days that elapsed is added together (total calendar days.) The total calendar days is then divided by the total records. The outcome is the average time (days) for the facility license issuance.
- Purpose/Importance: The measure shows the bureau's efficiency in issuing and renewing licenses issued to businesses.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

**EFFICIENCY MEASURE 05-03-03-08
(REQUESTED DELETION)**

Percentage of New Individual Licenses Issued Within Ten Days

~~•**Short Definition:** The percentage of initial individual license applications that were processed during the reporting period within 10 days measured from the time in days elapsed from receipt of the initial completed application until the date the license is mailed.~~

~~•**Data Limitations:** All individual license applicants must undergo a fingerprint check for criminal history by DPS and the FBI. The bureau has no control over the length of time required to make those checks.~~

~~•**Source/Collection of Data:** The bureau's database program and hard copy records are the source for the data collection for this measure. At the end of each fiscal quarter, the licensing section supervisor prints a report which shows each individual license issued during the quarter, the date the application was accepted (cash processed), issue date, and the number of calendar days elapsed between the two dates. The licensing section supervisor then reviews the report to determine the number of licenses that were issued within 10 days or less and the total number of individual licenses issued during the quarter. The licensing section supervisor retains all documentation in the licensing section.~~

~~•**Method of Calculation:** The list is counted to obtain the total number of licenses issued within the reporting period. The list is counted to determine the total number of licenses that were issued within 10 days. The number of licenses issued within 10 days is divided by the total number of licenses issued during the reporting period. The resulting number is multiplied by 100 to convert it to a percentage.~~

~~•**Purpose/Importance:** This measures the ability of the bureau to process new applications in a timely manner and its responsiveness to a primary constituent group.~~

~~•**Calculation Type:** Cumulative~~

~~•**New Measure:** No~~

~~•**Desired Performance:** Higher than target~~

~~• **Key:** No~~

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**EFFICIENCY MEASURE 05-03-03-09
(REQUESTED DELETION)**

~~Percentage of Individual License Renewals Issued Within Seven Days~~

~~•Short Definition: The percentage of individual license renewals that were processed during the reporting period within 7 days measured from the time in days elapsed from receipt of the initial completed renewal application until the date the license is mailed.~~

~~•Data Limitations: All individual license applicants must undergo a fingerprint check for criminal history by DPS and the FBI. The bureau has no control over the length of time required to make those checks.~~

~~•Source/Collection of Data: The bureau's database program and hard copy records are the source for the data collection for this measure. At the end of each fiscal quarter the licensing section supervisor prints a report showing each individual license renewed during the quarter, the date the renewal applications were accepted (cash processed), renewal issuance date, and the number of calendar days elapsed between the two dates.~~

~~The licensing section supervisor then reviews the report to determine the number of license renewed within 7 days or less and the total number of individual licenses renewed during the quarter. The licensing section supervisor retains all documentation in the Licensing Section.~~

~~•Method of Calculation: The list is counted to obtain the total number of licenses issued within the reporting period. The list is counted to determine the total number of licenses that were issued within 7 days. The number of licenses issued within 7 days is divided by the total number of licenses issued during the reporting period. The resulting number is multiplied by 100 to convert it to a percentage.~~

~~•Purpose/Importance: This measures the ability of the bureau to process renewal applications in a timely manner and its responsiveness to a primary constituent group.~~

~~•Calculation Type: Cumulative~~

~~•New Measure: No~~

~~•Desired Performance: Higher than target~~

~~• Key: No~~

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**EXPLANATORY MEASURE 05-03-03-01
(REQUESTED DELETION)**

Number of Fingerprint Cards Forwarded to CRS for Classification

- Short Definition: The measure reflects the total number of fingerprint cards forwarded to Crime Records Service (CRS) for classification during a reporting period.
- Data Limitations: None
- Source/Collection of Data: The bureau's database program and hard copy records are the source for the data collection for this measure. At the end of each reporting period, the Licensing Section supervisor queries the database which contains dates within the reporting period in the database field labeled 1st DPS card received, 2nd DPS card received, and 3rd DPS card received. The query will be compared to hard copy records, which were counted and documented before being sent to Crime Records Service (CRS). The Licensing Section supervisor is responsible for the collection of data and the documentation is maintained within the licensing section for review.
- Method of Calculation: The list of individuals having submitted DPS cards during the reporting period is counted to obtain the total number of cards submitted to Crime Records Service. Any dates falling outside of the reporting period are deleted from the count.
- Purpose/Importance: The measure reflects the fingerprint workload for the bureau as well as for CRS.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

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EXPLANATORY MEASURE ~~05-03-03-02~~
(REQUESTED DELETION)

~~Number of Criminal History Records Received~~

~~• Short Definition: The number reflects the total number of applicants, not previously licensed, with criminal history.~~

~~• Data Limitations: Totals are dependent on the Crime Records Service's and the Federal Bureau of Investigations' ability to process the fingerprint cards submitted to them by the bureau. Due to backlogs that may occur within these agencies, the numbers reported quarterly may fluctuate at any given reporting period.~~

~~• Source/Collection of Data: The criminal history arrest reports received from the Crime Records Service and the Federal Bureau of Investigations are the source for this measure and the collection will be through daily log in forms maintained and stored in the bureau. The bureau manager is responsible for the measure.~~

~~• Method of Calculation: The total number of applicants not previously licensed and reported to have criminal histories through the Crime Records Service and Out-of-State arrest reports received from the Federal Bureau of Investigation are counted and listed by social security numbers. These totals are reported quarterly.~~

~~• Purpose/Importance: This measure is intended to show the number of registrants who have criminal histories not previously reported to the Private Security Bureau. The criminal history reports are reviewed and handled expeditiously to ensure public safety pursuant to Occupations Code, Chapter 1702, Section 1702.364.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Lower than target~~

~~• Key: No~~

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EXPLANATORY MEASURE ~~05-03-03-03~~
(REQUESTED DELETION)

Examination Pass Rate

- ~~• **Short Definition:** The percent of individuals to whom an examination was administered and who received a passing score during the reporting period.~~
- ~~• **Data Limitations:** None~~
- ~~• **Source/Collection of Data:** The source of data is the examination score sheets for examinations conducted within the reporting period. The licensing section supervisor is responsible for the measure and the data is stored in the oversight report records of the licensing section.~~
- ~~• **Method of Calculation:** The total number of individuals who passed an examination during the reporting period (numerator) is divided by the total number of individuals examined during the reporting period (denominator). The result is then multiplied by 100 to achieve a percentage.~~
- ~~• **Purpose/Importance:** The measure shows the rate at which those examined passed. This is an important step in the licensing process and a low pass rate may represent necessarily restrictive licensure requirements or inadequate preparation by licensure applicants.~~
- ~~• **Calculation Type:** Cumulative~~
- ~~• **New Measure:** No~~
- ~~• **Desired Performance:** Higher than target~~
- ~~• **Key:** No~~

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**EXPLANATORY MEASURE 05-03-03-05
(REQUESTED DELETION)**

~~Total Number of Business Facilities Licensed~~

~~• Short Definition: The unduplicated number of businesses or facilities licensed at the end of the reporting period.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. At the end of each reporting period, the Licensing Section supervisor sorts the database for all records of active A, B, C, D, X, and P licenses. The Licensing Section supervisor is responsible for the collection of the data and the documentation is maintained within the Licensing Section for review.~~

~~• Method of Calculation: The unduplicated list of business or facility locations is counted. A facility that houses more than one licensed business is counted only once; however, the address of each facility for a business issued licenses for several facilities is counted to provide an accurate number of locations the bureau must regulate.~~

~~• Purpose/Importance: The measure shows the number of business facilities licensed, which directly relates to the number of investigators and the amount of travel required by the bureau to properly regulate the profession. This measure reflects the total number of facility licenses the bureau is responsible for regulating.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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**EXPLANATORY MEASURE 05-03-03-06
(REQUESTED DELETION)**

~~Total Number of Schools Licensed~~

~~• Short Definition: The number reflects unduplicated schools licensed, certified or registered, accredited or approved at the close of a reporting period.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. At the end of each fiscal year, the Licensing Section supervisor sorts the addresses of all school licenses. The query will generate a report, which will list the names of the companies, license numbers, addresses, and status of the school license. Duplicate addresses are removed from the list, as well as any school that has not renewed within the last year. The Licensing Section supervisor is responsible for the collection of the data and the documentation is maintained within the licensing section for review.~~

~~• Method of Calculation: The unduplicated list of schools is counted. A school that holds more than one school license, certification, or registration is counted only once.~~

~~• Purpose/Importance: The measure shows the number of school facilities licensed, which directly relates to the number of inspectors and the amount of travel required by the bureau to properly regulate the profession. This measure represents the number of school locations that the bureau is responsible for regulating.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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**OUTPUT MEASURE 05-03-03-01
(REQUESTED DELETION)**

~~Number of Individuals Examined~~

~~• Short Definition: The number of individuals to whom examinations were administered during the reporting period.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. The Licensing Section maintains a log (computer and hard copy) of all individuals approved for examination. The list is kept by location, date, and time. It includes company reference number, company name, individual name, social security number, and reflects whether or not the exam fee has been paid. At the end of each quarter the individuals examined during the reporting period are totaled and a report is made of those numbers. The licensing section supervisor is responsible for verifying the data and maintaining the report for future review.~~

~~• Method of Calculation: For an exam administered in one session, the individuals attending the session are counted only once. An individual who attends two sessions for two exams is counted twice.~~

~~• Purpose/Importance: The measure shows the number of individuals examined which is a primary step in licensing the individual and represents a major cost element for the bureau. Examination purchase, grading, and notification costs are directly related to this measure.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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**OUTPUT MEASURE 05-03-03-02
(REQUESTED DELETION)**

~~Number of Examination Sessions Conducted~~

~~•Short Definition: The number reflects a total number of times during a reporting period when examinations are administered by the bureau.~~

~~•Data Limitations: None~~

~~•Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. The licensing section is responsible for maintaining a log (computer and hard copy) of all individuals approved for examination. The list is kept by location, date and time. It includes company reference number, company name, individual name, social security number; a report of those numbers is made. The licensing section supervisor is responsible for verifying the data and maintaining the report for future review.~~

~~•Method of Calculation: The entries on the list are counted to obtain the total number of examination sessions conducted.~~

~~•Purpose/Importance: The measure shows the workload associated with administering examinations, which ensures that persons qualifying to be the manager of a company, school, or a letter of authority have the knowledge of the statute and commission rules.~~

~~•Calculation Type: Cumulative~~

~~•New Measure: No~~

~~•Desired Performance: Higher than target~~

~~• Key: No~~

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**OUTPUT MEASURE 05-03-03-03
(REQUESTED DELETION)**

Number of Employee Information Update Forms Accepted and Processed

~~•Short Definition: The number reflects a total number of employee information update forms accepted and processed within a reporting period.~~

~~•Data Limitations: None~~

~~•Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. At the end of a reporting period, the licensing section supervisor sorts the database for all records accepted for processing that are identified as an EIU (employee information update). The query will generate a report which will list the names of individuals accepted, social security numbers, and the date accepted. The licensing section supervisor is responsible for data collection and documentation is maintained in the licensing section.~~

~~•Method of Calculation: The list is counted to obtain the total number of employee information updates accepted and processed during the reporting period.~~

~~•Purpose/Importance: The measure shows the workload associated with processing the employment records associated with transferable registrations and commissions.~~

~~•Calculation Type: Cumulative~~

~~•New Measure: No~~

~~•Desired Performance: Higher than target~~

Key: No

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**OUTPUT MEASURE 05-03-03-04
(REQUESTED DELETION)**

~~Number of New Licenses Issued to Individuals~~

~~• Short Definition: The number of licenses issued to previously unlicensed individuals during the reporting period.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. At the end of each reporting period, the licensing section supervisor sorts the database for all records accepted for processing that are identified as a new individual license application. The licensing section supervisor is responsible for the collection of the data and the documentation is maintained within the licensing section for review.~~

~~• Method of Calculation: This measure counts the total number of licenses issued to previously unlicensed individuals during the reporting period regardless of when the application was originally received. Those individuals who had a license in the previous reporting period are not counted. Only new licenses are counted. Licenses are counted as new for persons who were previously licensed but whose license expired so that they were required to meet all criteria of a new applicant.~~

~~• Purpose/Importance: A successful licensing structure must ensure that legal standards for professional education and practice are met prior to licensing. This measure is a primary workload indicator which is intended to show the number of unlicensed persons who were documented to have successfully met all licensure criteria established by statute and rule as verified by the bureau during the reporting period.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: yes~~

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**OUTPUT MEASURE 05-03-03-05
(REQUESTED DELETION)**

~~Number of Individual Licenses Renewed~~

~~• Short Definition: The number of individuals who held licenses previously and renewed during the current reporting period.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: The bureau database program and hard copy records are the source for the data collection for this measure. At the end of each reporting period, the licensing section supervisor sorts the database for all records accepted for processing that are identified as individual license renewals. The licensing section supervisor is responsible for the collection of the data and the documentation is maintained within the license division for review.~~

~~• Method of Calculation: The measure is calculated by querying the bureau licensing database to produce the total number of licenses issued to previously licensed individuals during the reporting period.~~

~~• Purpose/Importance: Licensure renewal is intended to ensure that persons who want to continue to practice in their respective profession satisfy current legal standards established by statute and rule for professional education and practice. This measure shows the number of licenses that were issued during the reporting period to individuals who currently held a valid license.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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GOAL 06

INDIRECT ADMINISTRATION AND SUPPORT

Indirect Administration And Support

OBJECTIVE 06-01

INDIRECT ADMINISTRATION AND SUPPORT

Indirect Administration And Support

|

OUTCOME MEASURE 06-01-01
(REQUESTED NEW)

Index Crime rate in the unincorporated areas in the counties along the Texas/Mexico border

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Definition: The Index Crime rate in the unincorporated areas in the counties along the Texas/Mexico border is a measure of the index crimes committed outside of the incorporated cities and towns in that area. The jurisdictions outside the incorporated areas are served by the sheriffs offices, so this rate is measured by Index crimes reported by county sheriff's offices along the Texas/Mexico border.

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Data Limitations: Local agency crime reporting to the DPS Uniform Crime Reporting (UCR) program and the limited number of offense categories collected under the UCR program..

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Data Source: Uniform Crime Reporting

Methodology: Index crime rate per 100,000 population in the unincorporated areas (sheriffs office jurisdictions) in the counties along the Texas/Mexico border.

Purpose: To measure the effectiveness of crime reduction activities in the Texas/Mexico border region of the state.

Calculation Method: Cumulative

New Measure: Yes

Target: Lower

Key: No

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STRATEGY 06-01-01

CENTRAL ADMINISTRATION

Central Administration

STRATEGY 06-01-02

INFORMATION RESOURCES

Information Resources

**EXPLANATORY MEASURE 06-01-02-01
(REQUESTED DELETION)**

~~Number of System Violations Detected and Sanctions Imposed~~

~~• Short Definition: Count of broadcast messages improperly composed, routed, or containing inappropriate content.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: Manual count of TLETS broadcast messages by TLETS Training Officer; also, letters, telephone calls, or e-mail from concerned employees or private citizens outlining various infractions.~~

~~• Method of Calculation: Simple addition~~

~~• Purpose/Importance: To ensure system integrity, detect invalid or incorrect information on the network and verify that TLETS is accessed by authorized persons in the conduct of valid law enforcement work. Possible sanctions may include letters or calls to the local administrator outlining the infraction, sometimes in consultation with the Texas Crime Information Center (TCIC). The ultimate sanction is disbarment from TLETS.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Neutral~~

~~• Key: No~~

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**OUTPUT MEASURE 06-01-02-01
(REQUESTED DELETION)**

Number of Trouble Calls Handled

- ~~Short Definition: A count of telephone calls answered by the TLETS (Texas Law Enforcement Telecommunications System) Network Control section. TLETS users may call an 800 number to request assistance with any aspect of TLETS. Network Control answers the telephones all day, every day.~~
- ~~Data Limitations: Times of extreme activity may distract the operator from his/her count.~~
- ~~Source/Collection of Data: Manual count of telephone calls kept in handwritten logs.~~
- ~~Method of Calculation: Simple addition~~
- ~~Purpose/Importance: This number indicates the level of support that TLETS can provide its users. Often, the caller will be unable to use the system for any number of reasons. Network Control intervenes to assist reestablishing access to TLETS and the law enforcement support data it provides.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

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**OUTPUT MEASURE 06-01-02-02
(REQUESTED DELETION)**

~~Number of Students Certified as TLETS Operators~~

~~• Short Definition: Annual count of all students who have participated in and successfully completed the 40-hour classroom course and examinations in the Basic Telecommunications and TCIC/NCIC Procedures Courses to qualify as a TLETS operator. Every TLETS member agency must employ at least one certified operator to maintain its membership.~~

~~• Data Limitations: None~~

~~• Source/Collection of Data: Manual count by instructor from training rosters for each class. Registration cards are entered into a computer. [We forward this information to the DPS Training Academy and to TCLEOSE.]~~

~~• Method of Calculation: Simple addition~~

~~• Purpose/Importance: This number measures the quantity of individuals from TLETS member agencies who have developed facility with the theory, purpose, and operation of TLETS. Persons trained are more efficient in their command of system operations and options and more effective in their electronic communications throughout the law enforcement community. Trends are indicative of several factors: number of agencies joining TLETS, willingness and wherewithal of member agencies to provide training for their employees, and possibly the amount of turnover in member agencies' operator positions.~~

~~• Calculation Type: Cumulative~~

~~• New Measure: No~~

~~• Desired Performance: Higher than target~~

~~• Key: No~~

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STRATEGY 06-01-03

REGIONAL ADMINISTRATION

Regional Administration

STRATEGY 06-01-04

COMMUNICATIONS SERVICE

Communications Service

STRATEGY 06-01-05

CRIME RECORDS

Crime Records

EFFICIENCY MEASURE 06-01-05-01

Average Time To Process Fingerprint Cards

- Short Definition: The time from initial receipt at the Crime Records Service of fingerprint cards or fingerprint images until the processing of that transaction is completed, resulting in causing the appropriate response to be sent to the submitting agency. Fingerprint cards are received as (1) fingerprint images ~~that are~~ processed through the automated system; (2) fingerprint cards ~~that are~~ digitized and processed through the automated system; and (3) fingerprint cards ~~that must be~~ processed manually. Formatted: Underline, Font color: Blue
- Data Limitations: Time to process is dependent upon the condition of fingerprints as well as the status of the system.
- Source/Collection of Data: Fingerprint cards are processed either electronically via AFIS or manually by ~~fingerprint~~ personnel as they are received. Fingerprint cards are received in three ways: (1) via "livescan" as fingerprint images ~~that are~~ processed through the automated system; (2) via the mail as hard copy fingerprint cards ~~that are~~ then digitized ~~by the Crime Records Service~~ and processed through the automated system; or (3) via the mail as hard copy fingerprint cards ~~that must be~~ processed manually, rather than through the automated system. A calculation ~~may be is~~ made of the time required to receive, search, and/or match plus respond either by mail or electronically ~~the system for appropriate data and respond either by mail or electronically~~. Data will be collected by electronic notation or manual time and date stamp ~~upon receipt of a fingerprint card followed by a similar notation at the time of reply or electronic response~~. Formatted: Underline, Font color: Blue
- Method of Collection: A sum of the time taken to process each transaction will be divided by the total number of transactions to determine an average time for both the electronic and the manual transactions.
- Purpose/Importance: The purpose of the measure is to record the average time necessary to process fingerprint cards or images and issue responses to submitting agencies in order to assess the efficiency of the current system and staff within the fingerprint section.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

EFFICIENCY MEASURE 06-01-05-02
(REQUESTED NEW)

Percentage of Texas Population represented through submission of Uniform Crime Reports (UCR)

Definition: The percentage of Texas population represented by the jurisdictions of the law enforcement agencies submitting crime reports to the Texas Uniform Crime Reporting Program.

Data Limitations: Participation in the overall UCR program is not mandatory upon local law enforcement agencies. Submission of UCR data is greatly dependent upon adequate staff resources at the local jurisdictional level.

Data Source: Reports submitted to the Texas UCR Program on a monthly basis by participating law enforcement agencies through hard copy and electronic reports or captured via web based entry by the jurisdictions. Population estimates will be acquired from the U.S. Census data as adjusted by the Federal Bureau of Investigation.

Methodology: Divide the population count of the reporting jurisdictions by the total Texas population estimate. Population estimates will be acquired annually from the Federal Bureau of Investigation based upon adjusted U.S. Census Data.

Purpose: This measure provides a good indication of the completeness of crime data reported in the UCR program. This completeness validates the use of the crime data for many purposes, such as by the governor and legislators for statewide legislative initiatives; by law enforcement executives for policy and response decisions; by crime analysts and criminologists for analysis and recommendations on the causes and effects of crimes; by the media and the public for understanding crime trends, and other aspects of crime.

Calculation Method: Non Cumulative

New Measure: Yes

Target: H

Key:

EXPLANATORY MEASURE 06-01-05-01
(REQUESTED NEW)

Percent of Real-Time Crime Mapping Available Statewide And By Region

Definition: Percent of real-time crime mapping available statewide and by region.

Data Limitations: Number of agencies reporting crime incidents to Texas Data Exchange (TDEx); Technical capability of TDEx to present mapping for large areas and statewide

Data Source: Crime incidents reported to TDEx by local law enforcement agencies.

Methodology: Automated Tabulation

Purpose: To measure real-time crime mapping available statewide and by region.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

EXPLANATORY MEASURE 06-01-05-02
(REQUESTED NEW)

Number of Active Users of the Texas Data Exchange

Definition: Number of active users of the Texas Data Exchange. An active user is defined as having utilized TDEx within the last 90 days.

Data Limitations: None

Data Source: Texas Data Exchange

Methodology: Manual Tabulation

Purpose: Measure the number of active users utilizing the Texas Data Exchange.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

EXPLANATORY MEASURE 06-01-05-03
(REQUESTED NEW)

Number of Criminal Justice Agencies Providing Data to the Texas Data Exchange

Definition: Number of criminal justice agencies providing data to the Texas Data Exchange.

Data Limitations: None

Data Source: Texas Data Exchange

Methodology: Manual Tabulation

Purpose: Measure the number of criminal justice agencies providing data to the Texas Data Exchange.

Calculation Method: Cumulative

New Measure: Yes

Target: Higher

Key: No

OUTPUT MEASURE 06-01-05-01

Number of Criminal History Inquiries Processed

- Short Definition: Inquiries are processed from criminal history data upon receipt from an authorized noncriminal justice agency or entity. ~~Does not include fingerprint inquiries which are contained in another output measure, but does not include letterhead and electronic inquiries based on individual's name, sex, race, and date of birth~~ Requests submitted via hard copy fingerprint cards are not included and are contained in another output measure. Electronic and letterhead inquiries based on individuals name, sex, race, and date of birth are included in this measure.
- Data Limitations: The ability to process inquiries will depend on the number of inquiries received and the ability of the respective systems to handle the number of electronic inquiries received.
- Source/Collection of Data: Data is obtained by counting the total number of inquiries processed and confirmed by the total number of responses to the inquiring entities. Manual inquiries are counted by logging the inquiries manually. Electronic inquiries are counted from electronic logs within the database system for inquiries received directly at the Crime Records Service, as well as electronic logs received from the website vendor for the web inquiries.
- Method of Collection: Tally the number of inquiries and subsequent responses by month and year.
- Purpose/Importance: This output measure is very important because it provides an indication of the increasing interest in using the criminal history database for background screening of individuals for licensing, employment, and volunteerism. This number, when compared with the number of inquiries, is an indication of the efficiency of the method used to process inquiries as well as the efficiency of the personnel doing the process. It also is an indication of the value of the system to users. Deficiencies in any of these areas could generate an increase in number of complaints and/or declining interest in the system.
- Calculation Type: Cumulative
- New Measure: No

- *Desired Performance:* Higher than target
- *Key:* No

~~OUTPUT MEASURE 06-01-05-02~~
(REQUESTED DELETION)

~~Number of Uniform Crime Reports (UCR) Processed~~

- ~~Short Definition: The number of Uniform Crime Summary and Incident-Based Reports processed by UCR employees.~~
- ~~Data Limitations: The number of reports processed depends on the extent of participation by law enforcement agencies.~~
- ~~Source/Collection of Data: Data is submitted to the Texas UCR Program on a monthly basis by participating law enforcement agencies. The data is verified for accuracy, corrected or returned to the agency, if necessary, and applied to the UCR file.~~
- ~~Method of Calculation: Addition~~
- ~~Purpose/Importance: This measure provides the data that is used to calculate all statistical information relating to crime in the state of Texas. This measure is also an indication of the level of participation by local reporting agencies.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

OUTPUT MEASURE 06-01-05-03

Number of Stolen Property, Wanted, and Missing Persons Transactions Processed through the Texas Crime Information Center (TCIC)

- Short Definition: The number of stolen, wanted and missing person records entered, modified, or removed in the state repository (TCIC) by law enforcement agencies in Texas.
- Data Limitations: None
- Source/Collection of Data: All stolen property, wanted persons, and missing person records are entered and modified in TCIC by the originating agency with jurisdiction over the theft report, warrant, or missing persons report. The TCIC system provides automated counts regarding the number of transactions processed.
- Method of Calculation: Automated counts generated monthly.
- Purpose/Importance: This measure addresses the use of the TCIC system. It demonstrates the extreme importance of the TCIC system to Texas local law enforcement agencies in the daily execution of their duties.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Higher than target
- Key: No

OUTPUT MEASURE 06-01-05-04

Number of Fingerprint Cards Processed Through Automated and Manual Systems

- **Short Definition:** [The number of fingerprints cards that are classified and processed for criminal history upon receipt from an authorized agency.](#) Fingerprints are processed for arrested individuals and for background searches on licensing and employment applicants.

- **Data Limitations:** None

- **Source/Collection of Data:** Data is collected by tracking the number of criminal and applicant fingerprint cards submitted both electronically and manually. The count of electronic searches is obtained from an automated database query.

Manual tabulation by employees provides for a count of hard copy fingerprint cards processed.

- **Method of Calculation:** Count of all fingerprint cards received and responses sent are calculated monthly and annually. Search is either by the Automated Fingerprint Identification System (AFIS) or manually as needed. Counts are totaled separately for manual and automated processing as previously discussed.
- **Purpose/Importance:** The fingerprint-processing program creates the statewide criminal history repository, which serves important criminal and non-criminal justice purposes. The total count of fingerprint cards processed and agencies receiving positive “hits” or “no record” responses, is an indication of the effectiveness of the system. It is also an indicator of the rate of growth of the system and the increase in fingerprint processing activity. The use of the criminal history file for noncriminal justice fingerprint background searches allowable under state and federal law is of ever-increasing importance.
- **Calculation Type:** Cumulative
- **New Measure:** No
- **Desired Performance:** Lower than target
- **Key:** No

STRATEGY 06-01-06

PHYSICAL PLANT

Physical Plant

~~EFFICIENCY MEASURE 06-01-06-01~~
(REQUESTED DELETION)

Utility Costs Per Square Foot

- ~~Short Definition: The total cost of utilities per square foot to ensure energy efficiency of the buildings is being maintained. This includes eight-hour and 24-hour operations.~~
- ~~Data Limitations: These reports have well-defined parameters, but data results ultimately depend upon the accuracy of the data entry. Wastewater is not metered therefore charges are based on total water metered to a facility.~~
- ~~Source/Collection of Data: Utility companies submit monthly invoices to accounting for payment. Accounting staff enters this information into the mainframe system. On a monthly basis, they generate a report indicating the amount paid for each facility. Building Program Bureau staff enters these monthly expenditure reports into another database which then track energy usage by facility. Also maintained in the database are the total square feet of the environmentally controlled facilities. This is updated as needed.~~
- ~~Method of Calculation: The total cost of gas, water, wastewater, and electricity is divided by the total square feet of environmentally controlled office facilities.~~
- ~~Purpose/Importance: Utilities per square foot indicates how well energy saving measures implemented per facility are working. It is important because saving money by conserving energy allows tax dollars to be spent on other critical issues.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Lower than target~~
- ~~Key: No~~

EFFICIENCY MEASURE 06-01-06-02
(REQUESTED NEW)

Utilize a Percentage of Appropriated Funds for Planned Maintenance/ Renovations and/or Emergency Repairs

Definition: DPS has been appropriated maintenance and repair funds to maintain and handle emergencies as they arise in order to provide facilities statewide for law enforcement and driver license activities.

Data Limitations: These reports have well-defined parameters, but data results ultimately depend upon the accuracy of the data entry. These projects are derived from the appropriated maintenance and repair funding and does not take into consideration expenditures made for minor repairs paid for by field operating budgets. In addition, not all planned projects can be handled in one fiscal year due to funding and BPB resource limitations.

Data Source: On an annual basis, each region submits a list of projects and maintenance repairs to Building Program Bureau for consideration of being allocated Department maintenance funds. A percentage is retained from the allocated funds for emergency repairs and the rest is made available for planned projects prioritized by the executive management. BPB maintains a financial database in Access to track the planned and unplanned maintenance expenditures.

Methodology: The amount spent on planned maintenance activities verses emergency repairs will be derived from the actual expenditures categorized in the BPB financial database.

Purpose: The purpose is to demonstrate knowledge of the current state of DPS facilities to appropriately plan improvements and/or needed repairs while retaining sufficient funds to address emergency repairs needed for the facilities within the Legislatively allocated amount.

Calculation Method: Non Cumulative

New Measure: Yes

Target:

Key:

~~OUTPUT MEASURE 06-01-06-01~~
(REQUESTED DELETION)

~~Number of Department Buildings Maintained~~

- ~~Short Definition: DPS-owned facilities that require maintenance/repairs to maintain the capital value and keep offices operational including warehouses, evidence facilities, storage and radio equipment.~~
- ~~Data Limitations: None~~
- ~~Source/Collection of Data: Building Program Bureau staff maintains a list of the Department's-owned facilities that is updated annually, or as needed.~~
- ~~Method of Calculation: The number of facilities is totaled from the list maintained by Building Program Bureau staff.~~
- ~~Purpose/Importance: This measure addresses the extent to which maintenance provided by the Building Program Bureau enables the Department to properly maintain their facilities in order to provide service to the citizens of Texas. It is important because improperly maintained facilities increase maintenance cost and create a safety and health hazard to the occupants and public.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

~~OUTPUT MEASURE 06-01-06-02~~
(REQUESTED DELETION)

Number of Square Feet Per Occupant

- ~~Short Definition: The number of square feet of usable office space, as defined by the Texas Building and Procurement Commission, allocated to each staff member to maintain a ratio of not more than 135 square feet per employee in conformance with the Government Code⁴.~~
- ~~Data Limitations: The accuracy of the table is dependent upon the staff responsible for submitting the information and the staff responsible for data entry of the information. In addition, percentage of useable space is dependent upon architectural drawings and over time the use of various areas may change. This inadvertently may not be reported to headquarters by staff.~~
- ~~Source/Collection of Data: Staff maintains a database of all owned buildings that lists the total square feet per building and the total useable space. In addition, the number of staff assigned per building is maintained. As new facilities are added and/or deleted, the table is updated. The number of staff per building is verified annually through each building manager.~~
- ~~Method of Calculation: The number of square feet per occupant is obtained by dividing the number of nonexempt usable square feet assigned to a facility by the number of employees.~~
- ~~Purpose/Importance: This measure indicates that sufficient space is provided for each individual to adequately provide client services and perform their job tasks as well as ensuring that the 135 square foot rule of usable space per employee is maintained.~~
- ~~Calculation Type: Noncumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Lower~~
- ~~Key: No~~

STRATEGY 06-01-07

TRAINING ACADEMY EDUCATION COURSES

Training Academy Education Courses

EFFICIENCY MEASURE 06-01-07-01

Average Cost Per Program Presented

- Short Definition: The average direct and indirect cost for a Highway Patrol trooper to conduct one training/safety program.
- Data Limitations: None
- Source/Collection of Data: The cost is the total amount of the Safety Education Strategy annual appropriation. The number of training/safety programs conducted are extracted from the THP AIS database with the Highway Patrol troopers' weekly activity report as the source document.
- Method of Calculation: The total Safety Education Strategy annual appropriation divided by the number of training/safety programs conducted.
- Purpose/Importance: A better-informed motoring public is a key ingredient in gaining voluntary compliance with traffic safety rules, regulations, and law, thus furthering the goal of the THP Division. By the same measure, police officers well versed, and current in safe driving practices are instrumental to effective enforcement of those rules, regulations, and law.
- Calculation Type: Cumulative
- New Measure: No
- Desired Performance: Lower than target
- Key: No

~~OUTPUT MEASURE 06-01-07-01~~
(REQUESTED DELETION)

Number of Programs Presented

- ~~Short Definition: The number of specific safety education and/or crime prevention programs presented to the public by Highway Patrol troopers.~~
- ~~Data Limitations: The effectiveness of safety or crime prevention programs is conditioned on whether or not the student chooses to comply with the information presented.~~
- ~~Source/Collection of Data: Information relating to the number of traffic safety education programs presented is entered directly from the troopers' weekly reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at all regional locations around the state.~~
- ~~Method of Calculation: Actual count extracted from the THP AIS database.~~
- ~~Purpose/Importance: Highway safety is achieved with a high degree of voluntary compliance from the motoring public. Safety Education programs are directed to keep and/or increase this high degree of voluntary compliance.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

~~OUTPUT MEASURE 06-01-07-02~~
(REQUESTED DELETION)

Number of Classes Instructed

- ~~Short Definition: The number of operational, technical, and police-related classes instructed by Highway Patrol troopers.~~
- ~~Data Limitations: None~~
- ~~Source/Collection of Data: Information relating to number of police programs instructed is entered directly from the troopers' weekly reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at the regional locations around the state.~~
- ~~Method of Calculation: All police classes instructed are recorded and counted.~~
- ~~Purpose/Importance: Highway Patrol troopers training police officers in public-safety related matters is an important factor in formulating solutions to many violations critical to an effective and efficient state traffic safety program.~~
- ~~Calculation Type: Cumulative~~
- ~~New Measure: No~~
- ~~Desired Performance: Higher than target~~
- ~~Key: No~~

OUTPUT MEASURE 06-01-07-03

Number of Student Training Contact Hours

- **Short Definition:** With this measure, we calculate the total number of students who successfully complete a course, plus a mechanism to accurately portray the Academy's involvement in the training process from start to finish. Calculation of the measure is the number of students who complete a course times the number of training hours. Example: 25 students completing a 40-hour course equal 1,000 contact hours.
- **Data Limitations:** None
- **Source/Collection of Data:** Training personnel collect the class information including the number of students, number of hours, and type of class. The information is turned in to the Academy's clerical staff. The Academy's clerical staff enters the data in the Training Academy's database. Information of each class, number of hours, and number of students is recorded and calculated on a quarterly basis.
- **Method of Calculation:** This measure is calculated by multiplying the number of students who have successfully completed the course with the number of course hours.
- **Purpose/Importance:** With this measure, we calculate the total number of students who successfully complete a course. This measure provides a mechanism to accurately portray the Academy's involvement in the training process from start to finish. Calculation of the measure is the number of students who complete a course times the number of training hours.
- **Calculation Type:** Cumulative
- **New Measure:** No
- **Desired Performance:** Higher than target
- **Key:** No

OUTPUT MEASURE 06-01-07-04
(REQUESTED NEW)

Number of Programs Presented

Definition: The number of specific safety education and/or crime prevention programs presented to the public by Highway Patrol troopers.

Data Limitations: The effectiveness of safety or crime prevention programs is conditioned on whether or not the student chooses to comply with the information presented.

Data Source: Information relating to the number of traffic safety education programs presented is entered directly from the troopers' weekly reports into the Texas Highway Patrol (THP) Automated Information Services (AIS) at all regional locations around the state.

Methodology: Actual count extracted from the THP AIS database.

Purpose: Highway safety is achieved with a high degree of voluntary compliance from the motoring public. Safety Education programs are directed to keep and/or increase this high degree of voluntary compliance.

Calculation Method: Cumulative

New Measure: Yes

Target: H

Key:

STRATEGY 06-01-08

RECRUIT SCHOOLS

Recruit Schools

STRATEGY 06-01-09

FLEET OPERATIONS

Fleet Operations

STRATEGY 06-01-10

AIRCRAFT OPERATIONS

Aircraft Operations

OUTPUT MEASURE 06-01-10-01

Number Of Law Enforcement Agency or Emergency Aircraft Hours Flown

- Short Definition: This measure identifies the total number of flight hours expended for law enforcement or emergency flights. The flight hours include all the missions flown by DPS pilots in DPS-assigned aircraft. This excludes administrative flight time flown for other agencies at the request of the Texas Department of Transportation.
- Data Limitations: None
- Source/Collection of Data: The source and collection of the data comes from the agency's travel logs. The agency keeps the original and electronic copy via database.
- Method of Calculation: A summation of actual flight hours as reported on travel logs as required by Government Code, Title 10, Chapter 2205, Texas Department of Transportation.
- Purpose/Importance: The Aircraft Section is tasked to provide aviation support to the various law enforcement and public safety services and sections of the Department. Additionally, aviation support is provided to county and city law enforcement agencies throughout the state. Support is in the form of law enforcement or emergency aircraft hours flown on a variety of support missions. The missions include: criminal search, criminal surveillance, criminal photography, transport of witnesses and prisoners, transport of special teams and equipment, support of SWAT operations, search for lost persons, search for downed aircraft, search for victims, disaster reconnaissance, rescues, medical transport of victims, transport of medical supplies, transport of emergency supplies, support of appropriate traffic law enforcement activities and other law enforcement and public safety missions.
- Calculation Type: Cumulative
- New Measure: The definition of the measure has not changed from the previous biennium.
- Desired Performance: Higher than target
- Key: No

STRATEGY 06-01-11

OTHER SUPPORT SERVICES

Other Support Services