



# DEPARTMENT OF PUBLIC SAFETY: PERFORMANCE DATA

EXECUTIVE OFFICES AND CRIMINAL JUSTICE APPROPRIATIONS SUBCOMMITTEE  
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ISSUE BRIEF

The following report details some performance data for the Department of Public Safety consideration by the Legislature and can be found at [http://le.utah.gov/lfa/reports/cobi2012/LI\\_JAA.htm](http://le.utah.gov/lfa/reports/cobi2012/LI_JAA.htm).

### *Commissioner's Office*

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Timely invoice processing	% of invoices processed within 8 days	100.0%	83.5%	86.9%	93.5%
GAX and PRC document auditing	% of GAX and PRC documents (generated from invoices, reimbursements, refunds) processed without error. State Finance Auditor selects a random sample of documents to review.	100.0%	98.3%	96.6%	99.7%
Online transactions	# of online transactions completed through <a href="http://www.publicsafety.utah.gov">www.publicsafety.utah.gov</a>	9,000,000	6,994,979	9,669,446	7,309,443

### *Aero Bureau*

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Missions flown	# of missions flown. Defined as support to one agency in one 24-hour period.	350	84	259	329
Agencies supported	# of federal, state, county and local government agencies that the helicopters have supported	80	33	48	60
Flight hours	# of hours the helicopters are in the air	830	240	871	825

### *Bureau of Criminal Identification*

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Criminal LiveScan fingerprint cards	% of criminal LiveScan fingerprint card data entered into the Utah Computerized Criminal History (UCCH) and Automated Fingerprint Identification System (AFIS) databases, or deleted from the queue, within 5 working days	100.0%	93.6%	99.1%	99.8%
Mailed-in criminal fingerprint cards	% of mailed-in criminal fingerprint cards entered into the CardScan system, UCCH and AFIS databases within 30 working days	100.0%	46.6%	100.0%	37.6%
Right of Access requests	% of mailed-in Right of Access requests responded to within 5 working days	100.0%	100.0%	100.0%	95.7%
Concealed Firearm Permits	% of Concealed Firearm Permits issued within 60 days	100.0%	99.0%	98.1%	97.0%

**Intelligence Center**

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Requests for information	% of requests for level I information completed within 1 day	100.0%	100.0%	99.8%	97.0%
Intelligence Liaison Officer program	# of new agencies participating in the ILO program	12	11	90	4
Proactive intelligence production	# of proactive intelligence products produced	18	19	18	27

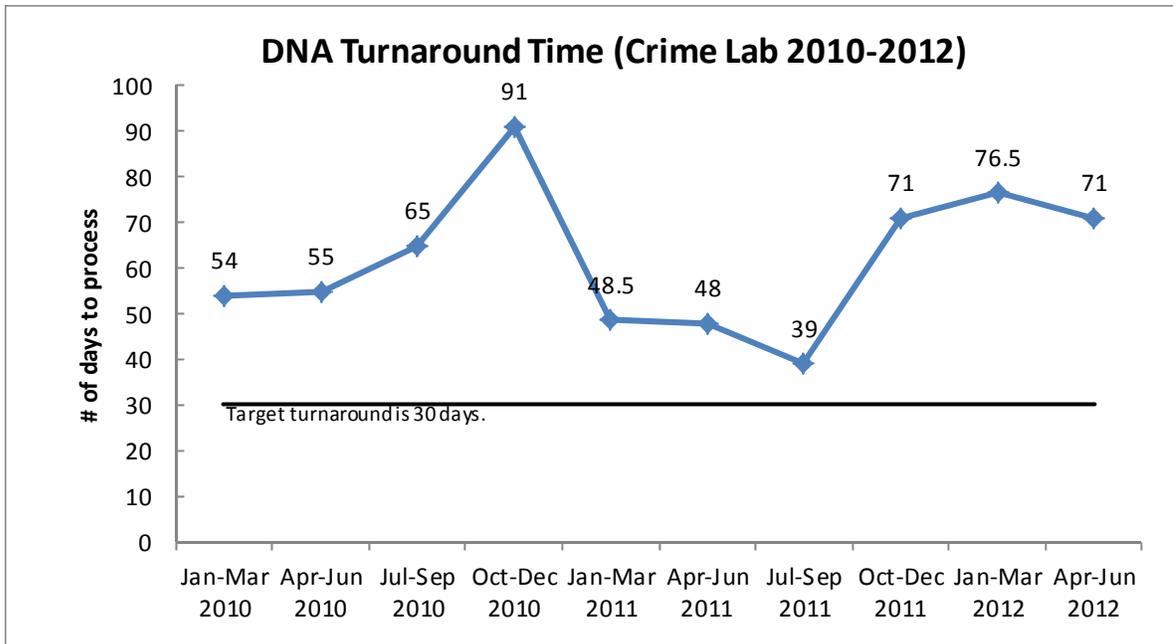
**Communications Bureau**

The metrics used to measure performance at the Communications Bureau are based on their ability to manage incoming 9-1-1 phone calls. Measurements included such as caller wait time and abandoned calls help determine the effectiveness of the Bureau at managing these calls efficiently.

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Dispatch staffing level	# of funded FTEs / # of APCO recommended FTEs. APCO is the Association of Public Safety Communications Officials.	100.0%	63.5%	62.6%	62.6%
9-1-1 call volume	# of 9-1-1 calls received	120,000	50,173	105,172	110,171
9-1-1 caller wait time	Average length of time to answer 9-1-1 call (seconds)	5.0	3.6	3.6	3.8
Customer complaints	# of complaints/# of dispatched incidents	< 2.0%	0.01%	0.01%	0.01%
Dispatched incident volume	# of incidents dispatched	600,000	308,435	635,272	598,027

**State Crime Lab**

The following measurements are output measures reported by the State Crime Lab. Turnaround time has slowed July 2011.



Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Timeliness of service -- DNA cases	Average # of calendar days to provide a report of analytical results on an item of evidence submitted by a criminal justice agency	30.0	73.8	51.6	66.3
Timeliness of service -- Firearm cases	Average # of calendar days to provide a report of analytical results on an item of evidence submitted by a criminal justice agency	32.0	142.0	109.8	93.0
Courtroom Testimony	Mean score (scale of 1 to 5) on evaluations given to prosecutors and defense attorneys after analyst testifies in a case	4.5	5.00	4.95	4.91
ASCLD/LAB Compliance	% of compliance with 600 American Society of Crime Laboratory Directors (ASCLD)/Laboratory Accreditation Board (LAB) standards	100.0%	100.0%	100.0%	100.0%

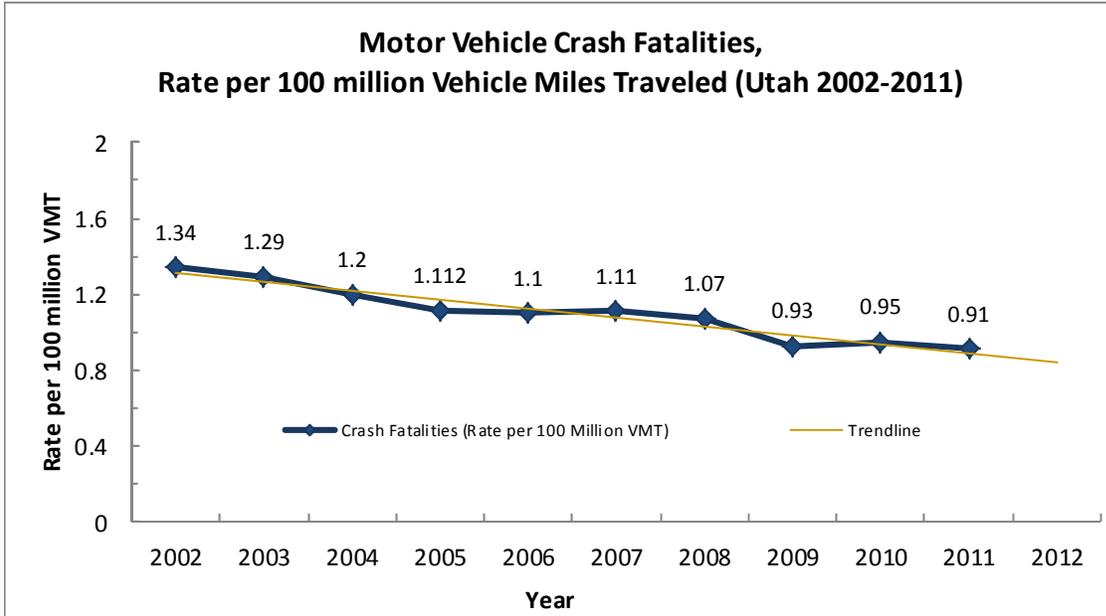
**State Bureau of Investigation**

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Criminal interdiction cases opened	# of Drug Trafficking Organization (DTO) cases opened	120	93	224	186
Criminal interdication cases furthered	# of DTO cases resulting in further investigation	60	58	152	32
Driver license fraud cases opened	# of driver license fraud cases opened	120	61	52	65
Driver license fraud cases furthered	# of driver license fraud cases resulting in further investigation	60	42	5	0
Citizen phone and internet contact	% of citizens assisted within 1 working day	100.0%	100.0%	97.3%	98.7%
Staffing	% of sworn FTE's occupied	100.0%	97.5%	97.5%	72.0%

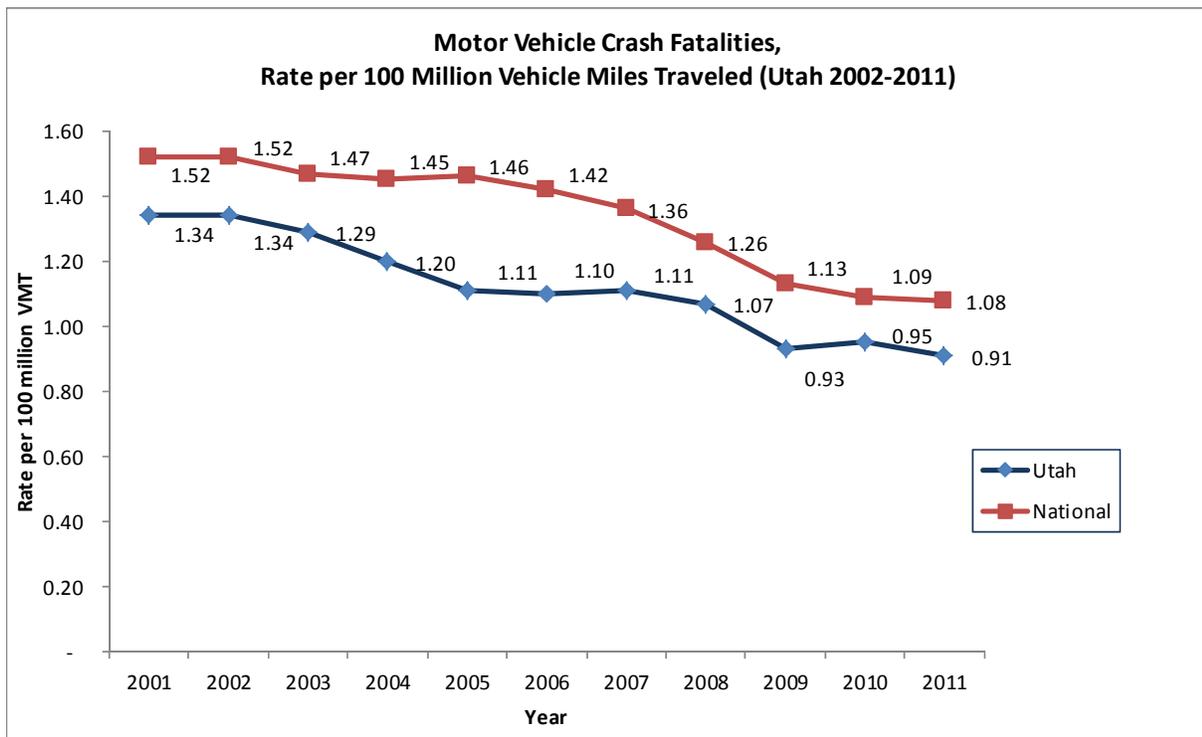
**Utah Highway Patrol**

Included below are primary performance metrics that the Highway Patrol - Field Operations program uses to monitor performance. Included are motor vehicle crash fatality rates, and DUI related crimes.

Motor vehicle crash fatality rates have steadily declined since 2001.

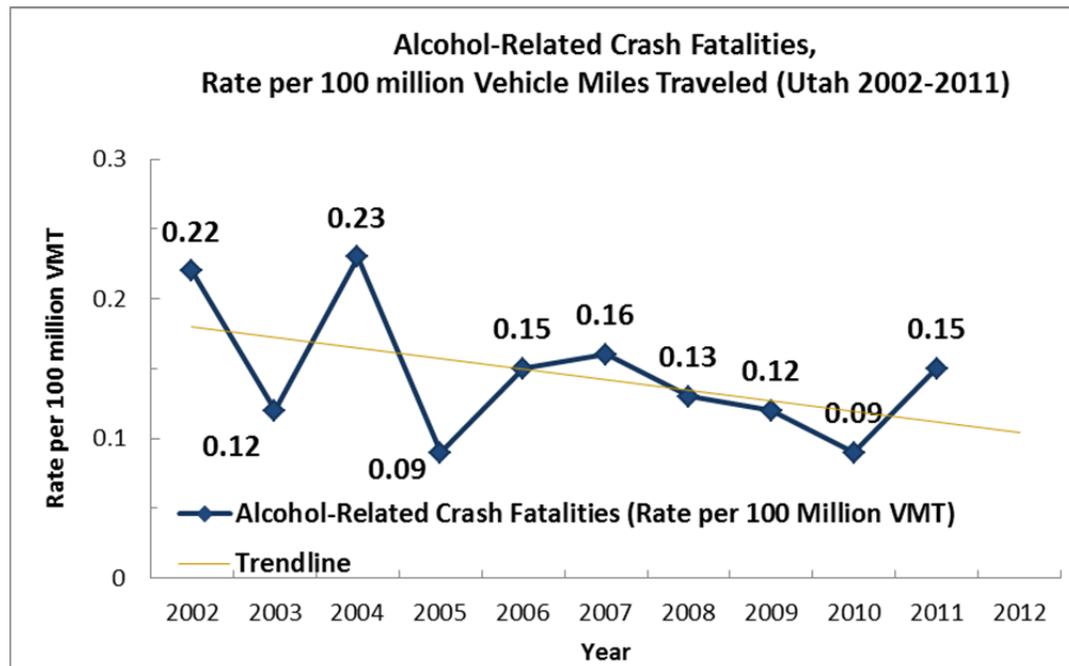


While both national and Utah crash fatality rates have declined over time, the Utah fatality rate has declined at a faster rate.



Utah Highway Patrol (cont.)

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Motor vehicle crash fatality rate	Rate of motor vehicle crash fatalities per 100 million vehicle miles traveled	0.84	N/A	0.91 (preliminary)	0.95
Unobligated patrol time for prevention and proactive enforcement	Time spent on "1" or "001" activity codes / Total time spent on all daily log activity codes	50.0%	30.9%	29.0%	29.6%
Motor vehicle crash reduction	# of motor vehicle crashes responded to by UHP	2% reduction	6,995	11,758	12,447
Speed contacts	# of speed contacts made by troopers	5% increase	54,958	111,215	95,605
Seatbelt contacts	# of seatbelt contacts made by troopers	5% increase	5,308	12,843	8,419



Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Alcohol-related crash fatalities	Rate of alcohol-related crash fatalities per 100 million vehicle miles traveled	0.10	N/A	0.15 (preliminary)	0.09
DUI arrests	# of DUI arrests made by UHP Section 16 (DUI squad)	10% increase	596	965	959
Other DUI-related arrests	# of alcohol restricted driver arrests, citations for Interlock violations, DUI metabolate arrests, and not-a-drop violations issued by UHP Section 16 (DUI squad)	10% increase	220	457	301

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (Q2 2011)	Previous Value (CY 2010)
Commercial vehicle inspection	% of commercial vehicles that passed inspection	75.0%	N/A	76.3%	71.0%
Commercial vehicle weighing	# of commercial vehicles weighed	1,000	N/A	1,253	2,775
Safety Inspection investigation	# of Safety Inspection investigation cases generated	900	N/A	723	908

**Utah Highway Patrol (cont.)**

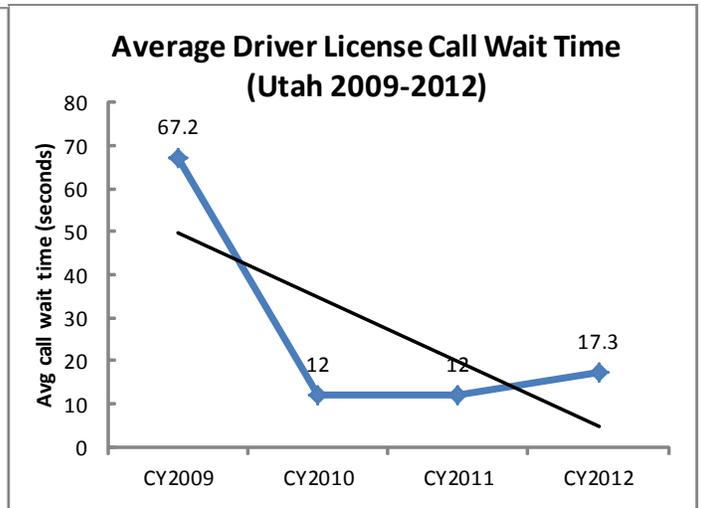
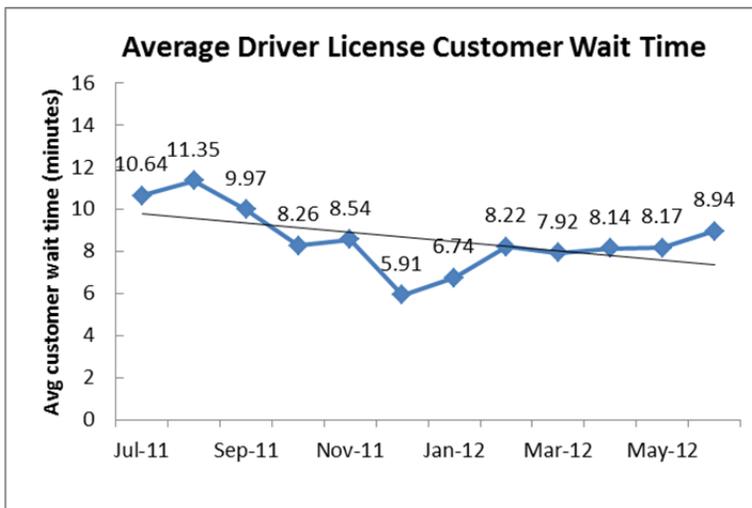
Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (Q2 2011)	Previous Value (CY 2010)
School bus inspections	% of school buses that passed inspection	100.0%	N/A	79.6%	87.6%

**Driver License**

Driver License Service performance is tracked with various measures. Below are those measurements that are most relevant. These are: (1) Average wait time (2) Average Service Time and (3) Driver License call abandonment.

Average wait time and average service time have fluctuated over time and recently have increased. This is mainly due to significant changes to day-to-day business, namely changes in association with REAL ID. These changes include requiring all applicants to renew in person with proof of citizenship that have resulted in longer processing times. Also additional equipment and security requirements have added to the increase.

The Driver License Division recently added a central call center to service calls concerning driver license questions. This call center replaces the previous system of having driver license clerks manage both incoming calls and in-office service. Since its recent inception, the percentage of abandoned calls has steadily declined.



Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Average wait time	Average time it takes from being assigned a NemoQ number to reaching a driver license examiner (measured in 13 different driver license offices) (minutes)	20.0	8.0	8.4	22.8
Average service time	Average time it takes from reaching a driver license examiner to completing the type of service requested (measured in 13 different driver license offices) (minutes)	15.0	7.9	8.4	10.1
Driver license call wait time	Average time a caller waits before call is answered (seconds)	50.0	17.3	12.0	12.0
Driver license call abandonment	% of calls abandoned before being answered	< 5.0%	1.5%	1.4%	1.6%
Motorcycle rider education	# of people completing the Motorcycle Rider Education Program	2,500	1,210	1,731	1,794

**State Fire Marshall**

The following performance measurements are included below as reported by the Fire Marshall. The metrics link to their major statutory responsibilities - fire code compliance with both state and school buildings show no specific trends in the past two years.

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
School fire code compliance	% of schools compliant with fire code upon initial inspection	90.0%	97.0%	88.9%	89.1%
State building fire code compliance	% of state buildings compliant with fire code upon initial inspection	90.0%	90.8%	86.0%	87.5%
Plan reviews	% of alarm, building and sprinkler plans reviewed within 1 week	100.0%	92.8%	75.2%	85.6%
Fire investigations	% of investigations responded to within 2 hours	75.0%	60.7%	64.0%	63.0%
Canine accelerant program	% of requests fulfilled	100.0%	100.0%	100.0%	94.7%
National Fire Reporting System	% of fire incident files received and entered into NFRS within the same month	90.0%	100.0%	100.0%	93.6%

**Emergency Management**

Emergency Services and Homeland Security employs certain metrics to measure performance related to National Emergency Management Accreditation (NEMA) and Nationwide Incident Management System (NIMS) and others. Emergency Management Accreditation Program (EMAP) is an independent corporation that evaluates state and local emergency management programs. NIMS is a comprehensive nationwide framework for incident management for responders at the federal, state, and local levels to collaborate to more effectively manage incidents.

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Emergency Management Accreditation Program (EMAP)	% compliance with standards and elements required to achieve and maintain National Emergency Management Accreditation	100.0%	100.0%	87.5%	100.0%
Nationwide Incident Management System (NIMS)	% compliance with Nationwide Incident Management System requirements on a statewide basis	100.0%	98.1%	98.1%	100.0%
State agency Continuity of Operation Plans	% of 32 state departments or agencies with a Continuity of Operations Plan	100.0%	100.0%	90.0%	93.8%

**Peace Officers Standards and Training (POST)**

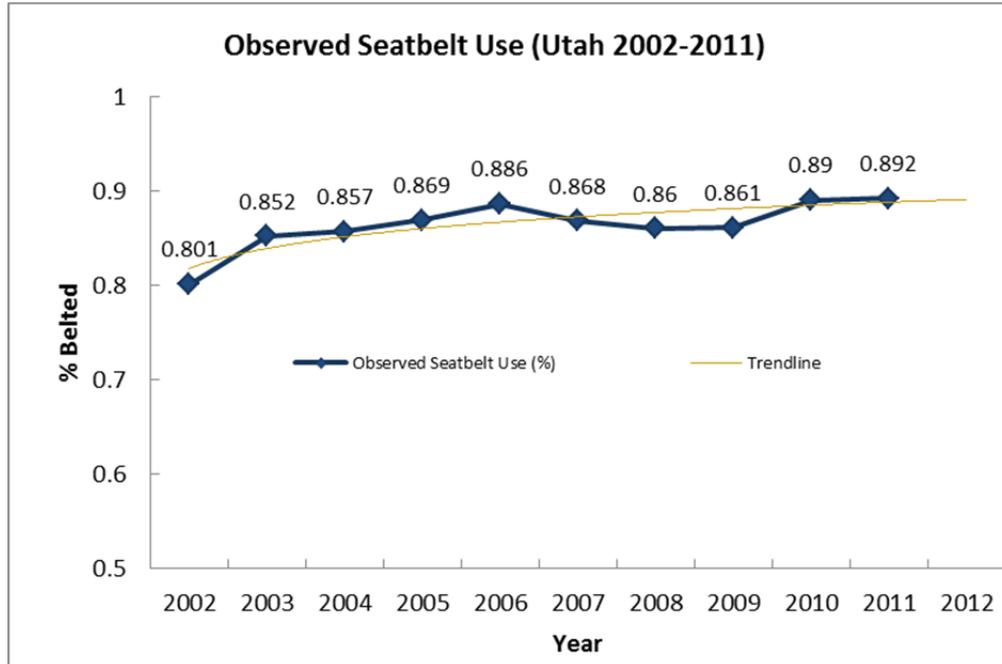
For measuring performance, the Peace Officers' Standards and Training (POST) investigates incidents of misconduct by POST certified officers and strives to ensure that all POST certified officers are trained as required by statute. There are two metrics to measure these activities. They are respectively: (1) POST Council ratification and (2) the officer training hours statute compliance rate. Measurements are included below.

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
POST Council ratification	% of presented cases of law enforcement personnel complaints or misconduct allegations ratified by POST Council	95.0%	95.0%	85.0%	77.0%
Officer training hours statute compliance	% of officers completing 40 hours of annual in-service training	100.0%	N/A	100.0%	99.9%

**Highway Safety**

The primary objective of the Utah Highway Safety program is to "to develop, promote and coordinate traffic safety initiatives designed to reduce traffic crashes, injuries and fatalities on Utah's roadways." Included below are metrics that indicate relevant outcomes related to this purpose. Measures include observed seatbelt usage, motor vehicle crash fatalities, and off-premise retailer compliance rate.

From 2001 to 2011, observed seatbelt usage was highest in 2011. The off-premise retailer compliance rate increased since 2010.



Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Observed seatbelt usage	% of persons wearing a seatbelt, as captured on the Utah Safety Belt Observational Survey	> 85%	N/A	89.2%	89.0%
Motor vehicle crash fatalities	# of motor vehicle crash fatalities	2% reduction	92	243	253
Off-premise retailer compliance rate	% of off-premise retailers compliant with laws governing the sale of alcohol when checked by municipal or county law enforcement	100.0%	91.5%	92.5%	90.7%

**Liquor Law Enforcement**

Included below are performance measures submitted by the Department of Public Safety for the Liquor Law Enforcement program. Included are two metrics that measure DABC licensee inspection and complaint clearance. Licensee inspection performance has been irregular. Licensee complaint clearance is a relatively new metric that measures the rate at which complaints are investigated. The department reports a success rate of 90% out of a target of 100%.

Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
DABC licensee inspections	# of Department of Alcohol & Beverage Control (DABC) licensees inspected (includes overt, covert and CUB inspections)	1,600	1,116	2,193	2,065
DABC licensee complaint clearance	% of complaints investigated within two weeks	100.0%	55.3%	86.4%	90.0%