

Fiscal Year **2023**
**PERFORMANCE
REPORT**



Iowa Department of Public Safety

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¹ "SPA" – Service, Product, or Activity



ACCOUNTABILITY

This is the Agency Performance Report completed by the Iowa Department of Public Safety for state fiscal year 2023 (July 1, 2022 through June 30, 2023). The report satisfies one of the requirements established in the Iowa Accountable Government Act, Iowa Code Chapter 8E.

Questions regarding this report or any of its contents may be directed to:

Office of the Commissioner
Department of Public Safety
Oran Pape State Office Building
215 East 7th Street
Des Moines, Iowa 50319

AGENCY OVERVIEW

The Iowa Department of Public Safety is an agency within the executive branch of Iowa State Government. It was established in 1939, when Iowa Code Chapter 80 was adopted.

The Department has seven divisions:

- Administrative Services,
- Criminal Investigation,
- State Fire Marshal,
- Intelligence & Fusion Center,
- Professional Development & Support Services
- Narcotics Enforcement, and
- Iowa State Patrol

and the Office of the Commissioner, which includes the Commissioner, the Executive Officer to the Commissioner, the Department's Policy Advisor, General Counsel, the Commissioner's Executive Secretary, and five bureaus:

- Governor's Traffic Safety Bureau,
- Interoperable Communications Bureau,
- Governor's School Safety Bureau,
- Professional Standards Bureau, and
- Strategic Communications Bureau

Vision: Iowa will continue to be a safe and secure place to live, work, and play.

Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.

Guiding Principles and Core Values:

- Courtesy
- Service
- Protection
- Integrity
- Professionalism

Core Functions and Key Services, Products and Activities:

Enforcement and Investigation – activities traditionally associated with law enforcement, such as patrolling the State's highways, investigating major crimes, gaming enforcement, and narcotics enforcement.

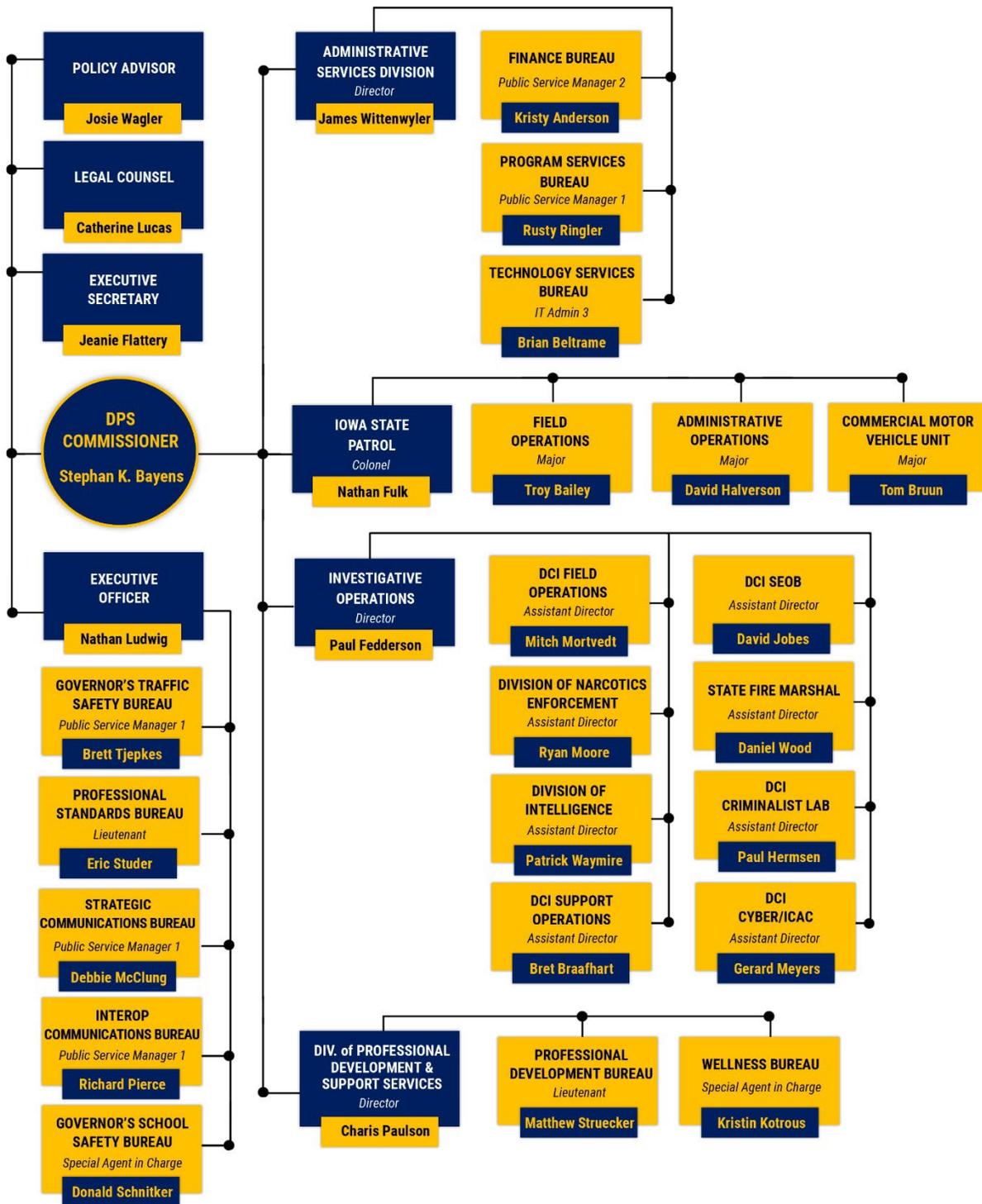
Regulation and Compliance – “regulatory” activities, such as fire prevention inspections, code enforcement, and licensing activities.

Research, Analysis and Information Management – criminal intelligence, criminal history records, uniform crime reporting, public information activities, management of the Iowa Statewide Interoperable Communications System (ISICS), the Iowa Sex Offender Registry, and the Iowa Missing Persons Information Clearinghouse.

Education and Training – education and training is provided by all DPS divisions; examples include: education and awareness training provided by Iowa State Patrol and the Division of Narcotics Enforcement for citizens and other local law enforcement; Fire Service Training Bureau, and the Volunteer Fire Fighter Training and Equipment Fund, and the Office to Combat Human Trafficking.

Resource Management – internal management of the Department's resources as well as some specialized services for external customers, such as administration of the Public Safety Peace Officers' Retirement, Accident and Disability System, and the Iowa Online Warrants and Articles (I.O.W.A.) System.

TABLE OF ORGANIZATION



KEY STRATEGIC CHALLENGES & OPPORTUNITIES

The Iowa Department of Public Safety draws on a well-established reputation of integrity and professionalism, which reflects the basic strengths of the Department, its divisions, and leadership. The Department's ability to provide a comprehensive and immediate response to critical incidents and natural disasters by providing sustained personnel and specialized expertise remains a significant strength.

- With the support of the Governor and Legislature, the Department of Public Safety has officers throughout the state actively supporting local communities through their professional and personal lives.
- The Iowa State Patrol, working with the Governor's Traffic Safety Bureau, takes the lead in enforcing traffic laws, in an attempt to reduce fatality and serious injury accidents on the state's interstate and primary highways. In addition to its core function of traffic safety, the Iowa State Patrol provides a variety of specialty units, including but not limited to, four regional Tactical/Weapons of Mass Destruction (WMD) response teams, Technical Accident Investigators (T.I.'s), Crisis Negotiators, Drug Recognition Experts (DRE's), Iowa State Patrol Public Resource Officers (PRO's) and Trooper Pilots operating aircrafts equipped with up-to-date imaging systems.
- Public Safety Communications provides police radio services to federal, state, and local law enforcement and regulatory agencies. Administration of the Iowa Statewide Interoperable Communications System provides public safety agencies, first responders, schools, and utility workers with unprecedented connectivity, and now supports over 34,000 radios statewide.
- The Division of Criminal Investigation provides the expertise to investigate major crimes, including, but not limited to, suspicious deaths, financial crimes, and human trafficking, as well as tracking and ensuring that convicted sex offenders are in compliance with their statutory requirements. The DCI also has responsibility for ensuring the integrity of Iowa's gaming industry.
- The Division of Criminal Investigation's Criminalistics Laboratory provides forensic analysis services to all Iowa law enforcement and prosecutors.
- The State Fire Marshal works closely with both the career and volunteer fire services in the state and has a leadership role in providing training to firefighters; providing expertise and assistance in the investigation of fires of suspicious or unknown origin and incidents involving explosives; adopting and enforcing fire and building codes; licensing of electricians and electrical contractors; and adopting standards for electrical work and inspections of electrical installations.

- The Division of Narcotics Enforcement serves as the lead agency in the state providing public safety through investigative enforcement of laws relating to narcotics and other controlled substances, significant training and instruction to partners in local law enforcement, and intervention efforts for Iowa's drug endangered children who are frequently neglected and abused.
- The Division of Intelligence and Fusion Center provides the framework for sharing criminal intelligence information among law enforcement, and a broader role in ensuring the distribution of intelligence related to homeland security concerns to agencies and partners in both the public and private sectors.
- The Administrative Services Division (ASD) administers the I.O.W.A. System, a statewide computer network serving all of law enforcement in the state which enables rapid access by law enforcement officers to information about warrants, wanted persons, protective orders, stolen vehicles, and a variety of other information useful to the officer in the field. Also, the Program Services Bureau within ASD provides expertise and standardized training to our partners in County Sheriff's Departments regarding issuance and revocation of weapons permits.
- The Division of Professional Development and Support Services facilitates Critical Incident Stress Debriefings and provides mental health support for law enforcement officers, fire/EMS personnel and other first responders across the state who have experience highly traumatic events.

Major strategic challenges which faced the Department during FY 2023 include the following:

- Recruiting efforts to maintain peace officer staffing levels within the Department remains a high priority. With fewer applicants for peace officer positions, all Iowa law enforcement agencies are competing to hire the most qualified applicants to fill their ranks. The Iowa State Patrol has significantly fewer Troopers on the roads even though the demands for those services have risen. The demand for investigative peace officers continues to increase on major cases and in support of local law enforcement. In order to sustain a highly respected and effective law enforcement organization, members of the Department are taking an active role in recruiting citizens of the highest caliber who possess the character and skills that align with the core values of the Department.
- The Division of Criminal Investigation's Crime Lab is quickly reaching capacity due to the implementation of new technology and significant changes in workflows and types of evidence examined. Additionally, recruiting and retention of forensic analysts remains a priority. The qualified applicant pool for these positions has diminished, and competition is high for top candidates.
- Iowa State Patrol district offices require resources for routine and major maintenance, which have been offset by funds for some major maintenance projects through the Vertical Infrastructure Program. DPS is continually

looking for opportunities to reduce lease expenses and ensure energy-efficient facilities and strategies.

- Increasing demand for investigative services impacts the case workload handled by all divisions. For example, the Division of Narcotics Enforcement is facing the illicit and dangerous trafficking of fentanyl and other synthetic opioids. The pervasiveness of fentanyl and other opioids has caused a record number of overdose deaths in the state. DNE has encountered record amounts of increasingly pure methamphetamine, and elevated levels of drug-related violence.
- The Cyber Crime Bureau in the Division of Criminal Investigation has seen an upward trend in criminal activity involving the use of computers and digital technologies. This area will continue to demand significant investigative resources for the foreseeable future. Intensive initial and ongoing training, as well as specialized equipment, are requirements for those engaged in this growing field. Additionally, as CyberTip volume continues to increase, the demand for specialized forensic services associated with computer and mobile device forensic analysis has also increased.
- The Division of Intelligence and Fusion Center has seen an increased attention towards human trafficking investigations. A significant obstacle in combating human trafficking is promoting and persuading individuals to report incidents. Victims are scared and manipulated, and often do not cooperate with law enforcement. The Office to Combat Human Trafficking has created a website to educate the public and provide a place for tips to be made, but an Iowa-specific tip line does not exist for the public to call. The lack of reporting mechanisms remain a challenge in combating this crime.
- The State Fire Marshal Division is tasked with building, fire, and electrical inspections as well as plan reviews. Finally, the Arson and Explosives Bureau must triage requests for fire investigations due to increasing demand.

Key Result

Name: Narcotics Enforcement Investigation and Awareness

Description: Number of drug trafficking organizations disrupted and dismantled.

Why we are doing this: Stop the illicit flow of illegal drugs from the southern border of the United States.

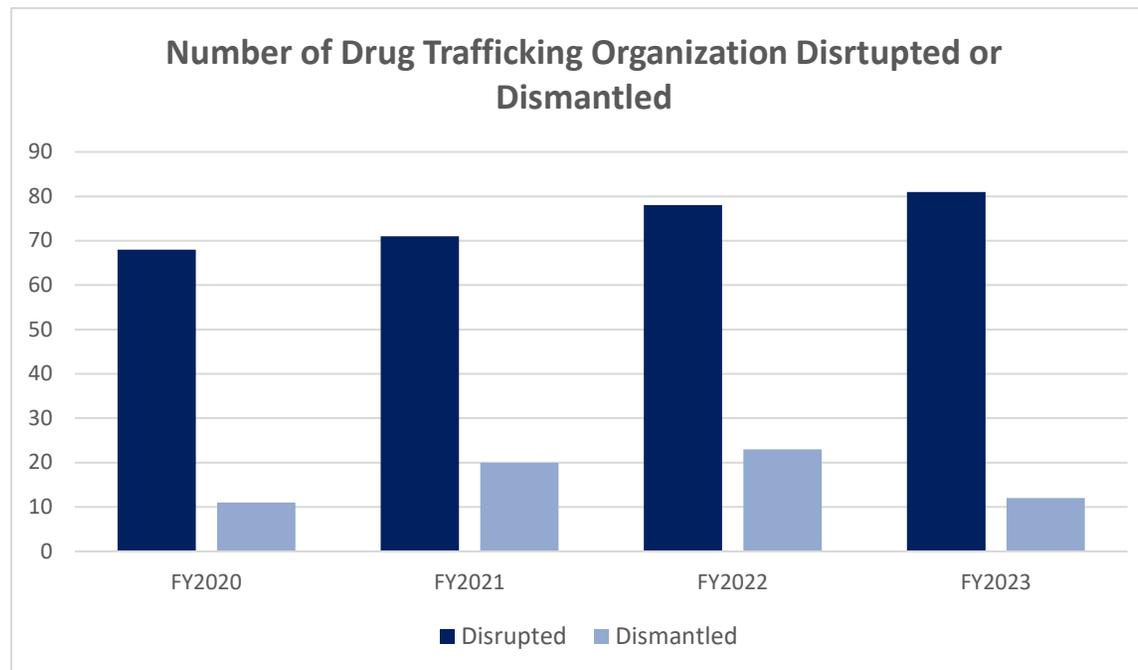
What we're doing to achieve results: Division of Narcotics Enforcement works with local, state, and federal agencies to disrupt and dismantle drug trafficking organizations through investigative techniques such as surveillance, undercover operations, wiretaps and interdiction.

Results

Performance Measure: Number of drug trafficking organizations disrupted and dismantled.

Performance Target: 80

What was achieved: There were a total of 93 drug trafficking organizations that were either disrupted or dismantled in FY 2023.



Key Result

Name: Intelligence Information, Collection and Dissemination

Description: Requests for intelligence information fulfilled.

Why we are doing this: To prevent criminal activity and eliminate threats to the public.

What we're doing to achieve results: The Division of Intelligence and Fusion Center assists local, state, national, and international law enforcement agencies with criminal investigations and threats to life.

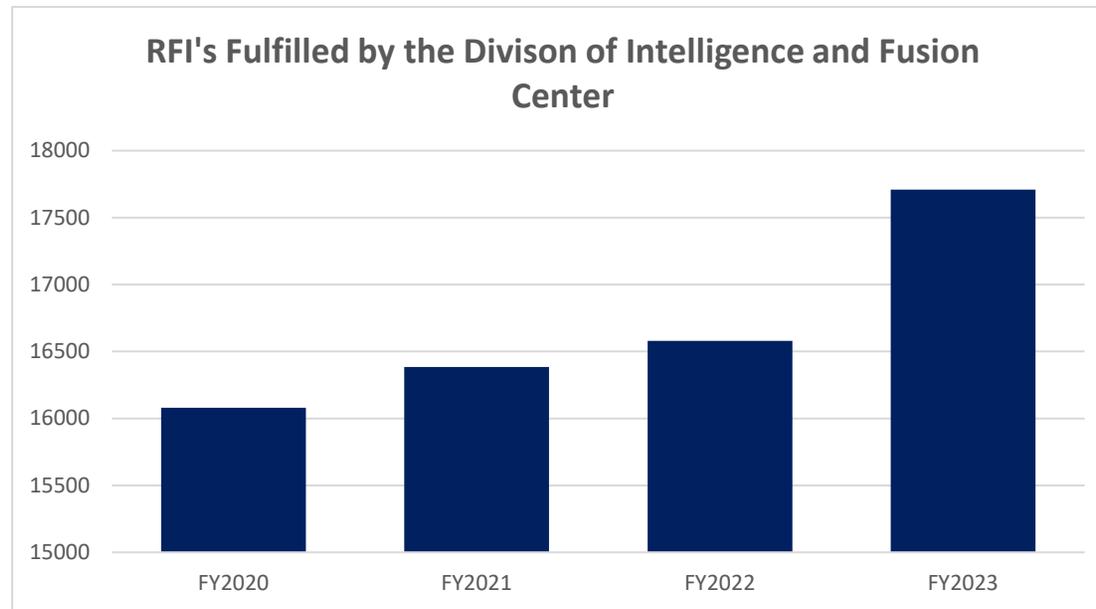
Results

Performance Measure: Requests for intelligence information fulfilled.

Performance Target: 12,000

What was achieved: There were a total of 17,709 requests for intelligence information fulfilled in FY2023.

Data Source: Division of Intelligence



CORE FUNCTION: Enforcement & Investigation



Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.

Core Function: Enforcement and Investigation

| Performance Measure Outcome | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|---|
| 1. Traffic fatalities per 100 million vehicle miles traveled (moving average - 3 years) | 1.037 | 1.04 | What Occurred: The target was not met. Data Source: Governor's Traffic Safety Bureau |
| 2. Rate of reported violent index crimes (per 100,000 estimated population) | 270 | 248 | What Occurred: The target was exceeded. Data Source: Department of Public Safety |

Service, Product or Activity: Traffic Enforcement, Investigation and Interdiction

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT survey) | 95% | 95% | What Occurred: The target was achieved. Data Source: Governor's Traffic Safety Bureau |
| 2. Rate of alcohol-related fatalities per 100 million vehicle miles traveled | 0.30 | 0.34 | What Occurred: The target was not met. Data Source: Governor's Traffic Safety Bureau |
| 3. Rate of serious injury crashes per 100 million miles traveled | 3.60 | 4.29 | What Occurred: The target was not met. Data Source: Iowa State Patrol |
| 4. Number of motorists assisted | 15,000 | 12,360 | What Occurred: The target was not met. Data Source: Iowa State Patrol |
| 5. Number of ISP Narcotics arrests | 1,200 | 1,784 | What Occurred: The target was exceeded. Data Source: Iowa State Patrol |
| 6. Number of enforcement contacts | 275,000 | 309,268 | What Occurred: The target was exceeded. Data Source: Iowa State Patrol |
| 7. Number of traffic safety contracts administered | 307 | 217 | What Occurred: The target was not met. Data Source: Governor's Traffic Safety Bureau |

CORE FUNCTION: Enforcement & Investigation

Service, Product or Activity: Narcotics Enforcement, Investigation and Awareness

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|---|
| 1. Number of drug trafficking organizations disrupted or dismantled | 80 | 93 | What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement |
| 2. Number of identification, awareness, and education programs | 20 | 31 | What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement |

Service, Product or Activity: Arson and Explosive Investigations

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|---|
| 1. Percent of arson and explosive cases resolved | 35% | 52% | What Occurred: The target was exceeded. Data Source: State Fire Marshal Division |

Service, Product or Activity: Criminal Investigation

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|--|
| 1. Percent of internet crimes against children cases referred for prosecution | 90% | 100% | What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation |
| 2. Percent of new cyber tips vetted for investigation within one business day | 100% | 100% | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation |
| 3. Percent of National Crime Information Center Missing Persons reports posted to Missing Persons Information Clearinghouse website within 4 hours | 100% | 100% | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation |

Service, Product or Activity: Criminalistics Laboratory Services

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|---|
| 1. Average lab-wide turn-around time on cases closed (days) | 45 | 45 | What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory |
| 2. Percent of applicable ANAB (laboratory accreditation) criteria met in yearly inspections | 100% | 100% | What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory |
| 3. Percent of criminalists successfully completing proficiency testing in all analytical areas in which the lab conducts casework and for which approved proficiency samples are available | 100% | 99% | What Occurred: The target was not met. Data Source: DCI Criminalistics Laboratory |
| 4. Percent of criminalists successfully completing at least one discipline specific training event annually (when available) to maintain expert status | 90% | 93% | What Occurred: The target was exceeded. Data Source: DCI Criminalistics Laboratory |

CORE FUNCTION: Regulation & Compliance



Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.

Core Function: Regulation and Compliance

| Performance Measure Outcome | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Fire death rate in inspected facilities (per 100,000 occupants) | 0 | 0 | What Occurred: The target was achieved. Data Source: State Fire Marshal Division |
| Service, Product or Activity: Regulate the Private Investigative, Private Security, and Bail Enforcement Industries | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number of private security, private investigative, and bail enforcement employee ID cards issued per fiscal year | 3,250 | 3,963 | What Occurred: The target was exceeded. Data Source: Administrative Services Division-Program Services Bureau |
| Service, Product or Activity: Plan Reviews for Compliance with State Fire and Building Codes | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Median turnaround time (expressed in calendar days) of plans after complete submission | 55 | 60 | What Occurred: The target was not met. Data Source: State Fire Marshal Division |
| 2. Percent of plan reviews completed within 60 calendar days of complete submission | 100% | 55% | What Occurred: The target was not met. Data Source: State Fire Marshal Division |
| Service, Product or Activity: Fire Safety Inspections | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of health care facility inspection reports returned to facilities within 10 calendar days | 100% | 99% | What Occurred: The target was not met. Data Source: State Fire Marshal Division |
| 2. Percent of required school and college fire inspections completed biennially | 65% | 66% | What Occurred: The target was exceeded. Data Source: State Fire Marshal Division |

CORE FUNCTION: Regulation & Compliance

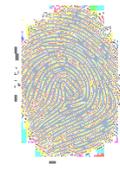
Service, Product or Activity: Electrical Licensing and Electrical Inspections

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|---|
| 1. Percent of electrical licenses issued within 10 working days of receipt of completed application and fee | 95% | 100% | What Occurred: The target was exceeded. Data Source: State Fire Marshal Division |
| 2. Percent of electrical installations inspected within 3 working days of receipt of request for inspection | 95% | 72% | What Occurred: The target was not met. Data Source: State Fire Marshal Division |

Service, Product or Activity: Gaming and Lottery Background Investigations

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|---|
| 1. Percent of low-level background investigations (Class C) completed within 75 calendar days of submission | 90% | 85% | What Occurred: The target was not met. Data Source: Division of Criminal Investigation |
| 2. Percent of high-level background investigations (Class A) completed within 120 calendar days of submission | 90% | 36% | What Occurred: The target was not met. Data Source: Division of Criminal Investigation |

CORE FUNCTION: Research, Analysis & Information Management



Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.

Core Function: Research, Analysis and Information Management

| Performance Measure Outcome | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Percent of requests for public information that are processed within one working day | 90% | 71.5% | What Occurred: The target was not met. Data Source: Commissioner's Office |

CORE FUNCTION: Research, Analysis & Information Management

Service, Product or Activity: Intelligence Information, Collection and Dissemination

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Number of officers completing the DPS Criminal Intelligence Course which is required for LEIN Membership | 40 | 40 | What Occurred: The target was achieved. Data Source: Division of Intelligence & Fusion Center |
| 2. Requests for intelligence information fulfilled | 12,000 | 17,709 | What Occurred: The target was exceeded. Data Source: Division of Intelligence & Fusion Center |
| 3. Number of intelligence briefings for high level executives | 18 | 6 | What Occurred: The target was not met. Data Source: Division of Intelligence & Fusion Center |

Service, Product or Activity: Collect, Analyze and Report Uniform Crime Data

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Percent of Iowa population in jurisdictions reporting Uniform Crime Reporting (UCR) Data | 96% | 87% | What Occurred: The target was not met. Data Source: Program Services Bureau, Administrative Services Division |

Service, Product or Activity: Provide Vital Information to Non-Law Enforcement Customers

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|---|
| 1. Percent of AMBER Alert broadcast within 60 minutes of receipt of required information | 100% | 100% | What Occurred: The target was achieved. Data Source: Interoperability Bureau |
| 2. Percent of non-law enforcement requests for criminal history information processed within two working days | 100% | 89% | What Occurred: The target was not met. Data Source: Division of Criminal Investigation |

Service, Product or Activity: Records and Identification – Establish and Maintain Criminal Histories and Fingerprint Databases

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Percent of fingerprints entered within two working days of receipt in the identification section | 90% | 97% | What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation |

Service, Product or Activity: Provide Statewide Law Enforcement Communications Services

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|---|
| 1. Percent of radio network availability statewide | 100% | 100% | What Occurred: The target was achieved. Data Source: Interoperability Bureau |

CORE FUNCTION: Research, Analysis & Information Management

Service, Product or Activity: Maintain Accurate Records of Sex Offenders who are Required to Register

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|--|
| 1. Percent of records validated within three months of initial entry | 100% | 100% | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation |
| 2. Percent of existing records re-validated within 12 months of previous validation | 100% | 100% | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation |
| 3. Percent of total Iowa sex offender registrants whose whereabouts are unknown | 2% | 2% | What Occurred: The target was achieved. Data Source: Division of Criminal Investigation |

CORE FUNCTION: Education & Training



Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.

Core Function: Education and Training

| Performance Measure Outcome | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|---|
| 1. Percent of personnel receiving annual ethics training | 100% | 100% | What Occurred: The target was achieved. Data Source: Professional Development Division |
| 2. Percent of managers receiving management development and/or leadership training | 100% | 95% | What Occurred: The target was not met. Data Source: Professional Development Division |
| 3. Number of specialized law enforcement training sessions provided annually | 100 | 98 | What Occurred: The target was not met. Data Source: Professional Development Division |

CORE FUNCTION: Education & Training

| Service, Product or Activity: Provide Professional Fire Service Certification Program | | | |
|---|--------------------|--------------------|--|
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number of Fire Fighter 1 and 2 students pursuing the requirements for certification | 1,400 | 970 | What Occurred: The target was not met. Data Source: State Fire Marshal Division |
| Service, Product or Activity: National Fire Incident Reporting System | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percentage of fire departments reporting | 90% | 60% | What Occurred: The target was not met. Data Source: State Fire Marshal Division |
| Service, Product or Activity: Provide Safety Education Programs to Students and Members of the Public | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Number of educational programs provided related to traffic safety and public safety | 4,500 | 3,332 | What Occurred: The target was not met. Data Source: Iowa State Patrol |
| Service, Product or Activity: Intelligence Training | | | |
| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
| 1. Percent of Fusion center staff receiving annual privacy training | 100% | 100% | What Occurred: The target was achieved. Data Source: Division of Intelligence & Fusion Center |

CORE FUNCTION: Resource Management



Agency Mission: To serve the people of Iowa by providing public safety services with leadership, integrity and professionalism.
 Core Function: Resource Management

| Performance Measure Outcome | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|--|
| 1. Number of audit exceptions contained in annual audit report | 0 | 0 | What Occurred: The target was achieved. Data Source: Administrative Services Division |
| 2. Percent of time IOWA System switch is available | 100% | 100% | What Occurred: The target was achieved. Data Source: Technology Solutions Bureau |

Service, Product or Activity: Management and Stewardship-CALEA Accreditation

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|---|--------------------|--------------------|---|
| 1. Percent of required Commission on Accreditation for Law Enforcement Agencies (CALEA) standards met | 100% | 100% | What Occurred: The target was achieved. Data Source: Professional Development Division |

Service, Product or Activity: Management and Stewardship-Pension Services

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|--|
| 1. Number of audit exceptions contained in annual audit report | 0 | 0 | What Occurred: The target was achieved. Data Source: Administrative Services Division |

Service, Product or Activity: Management and Stewardship-Fleet & Supply

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|----------------------------------|--------------------|--------------------|--|
| 1. Average fleet turn-in mileage | 125,000 | 130,000 | What Occurred: The target was not met. Data Source: Iowa State Patrol |

CORE FUNCTION: Resource Management

Service, Product or Activity: Plans-Research-Training-Provide Training Services to DPS Personnel

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|---|
| 1. Percent of officers receiving mandatory police liability training each calendar year, which includes but is not limited to: firearms qualifications, use of force, defensive tactics, MILO, legal update, and other required training | 100% | 100% | What Occurred: The target was achieved. Data Source: Professional Development Division |
| 2. Percent of DPS IOWA System users completing required IOWA/NCIC certification testing within required time frames | 100% | 100% | What Occurred: The target was achieved. Data Source: Technology Solutions Bureau |

Service, Product or Activity: Technology Services- Provide statewide law enforcement computer service, including providing certification training and support services to Iowa System users

| Performance Measure | Performance Target | Performance Actual | Performance Comments & Analysis |
|--|--------------------|--------------------|---|
| 1. Percent of agencies audited as required by the FBI | 33% | 14% | What Occurred: The target was not met. Data Source: Technology Solutions Bureau |
| 2. Number of IOWA system messages transmitted to/from law enforcement emergency/officer annually | 69,000,000 | 107,208,103 | What Occurred: The target was exceeded. Data Source: Technology Solutions Bureau |