



IOWA DEPARTMENT OF PUBLIC SAFETY

215 E. 7th Street

Des Moines, IA 50319

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¹ "SPA" – Service, Product, or Activity

INTRODUCTION



This is the Agency Performance Report completed by the Iowa Department of Public Safety for state fiscal year 2020 (July 1, 2019 through June 30, 2020). 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 a department within the executive branch of Iowa State Government. It was established in 1939, when Iowa Code Chapter 80 was adopted.

The Department has six divisions:

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

and the Office of the Commissioner, which includes the Commissioner, the Executive Assistant 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,
- Professional Development 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, and gaming and narcotics enforcement.

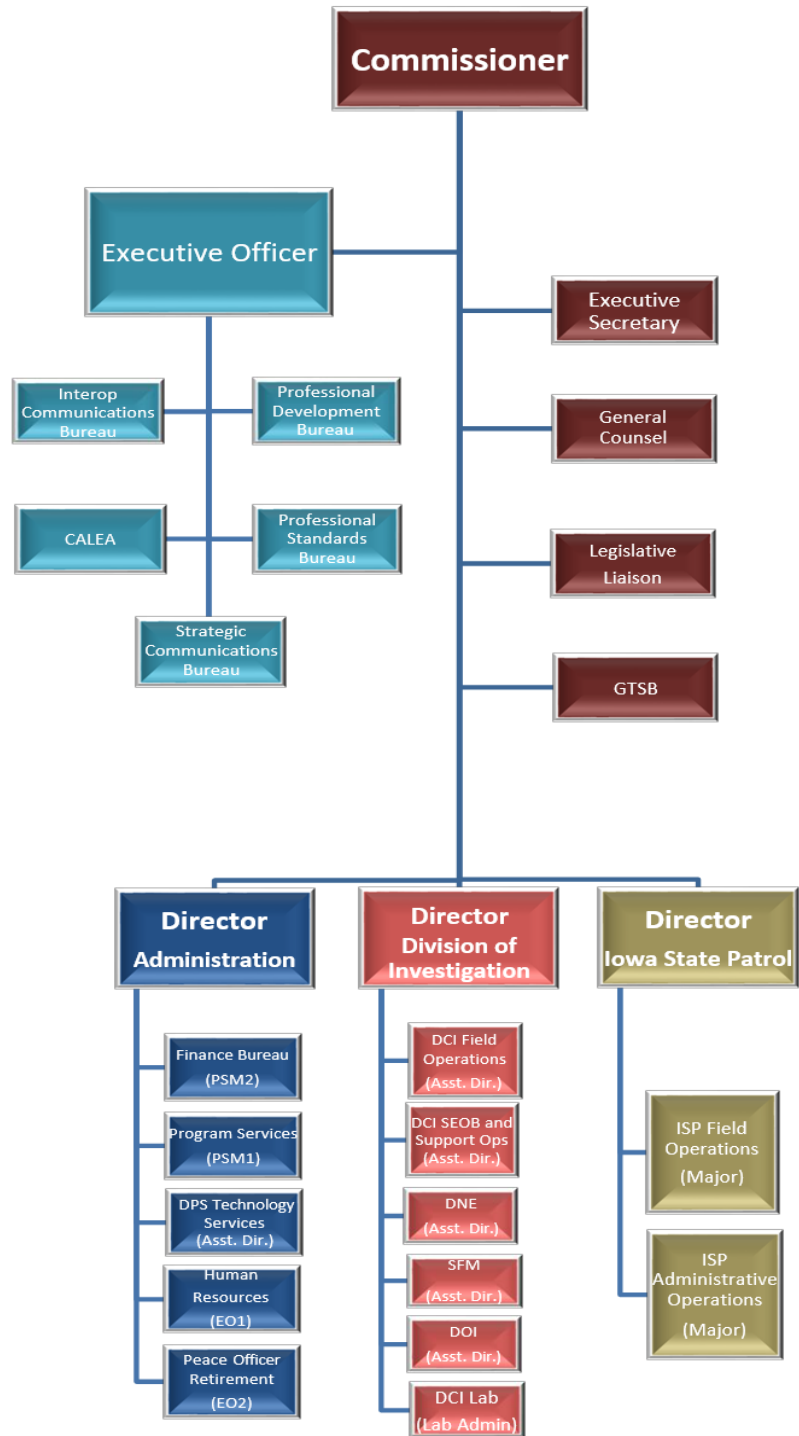
Regulation and Compliance – “Regulatory” activities, such as fire prevention inspections, code enforcement, and licensing activities.

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 the Iowa State Patrol and the Division of Narcotics Enforcement for citizens and other local law enforcement; the Fire Service Training Bureau, and the Volunteer Fire Fighter Training and Equipment Fund to support local firefighters; 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 On Line Warrants and Articles (I.O.W.A.) System.

TABLE OF ORGANIZATION



KEY STRATEGIC CHALLENGES & OPPORTUNITIES

RECRUITING

The lifeblood of any public service agency lies in the quality of its people. Law enforcement agencies across the nation are struggling to find high-character individuals with a heart for public service. Cultural perceptions, lagging benefits, and the inherent danger in our duties are deterring individuals from considering a career in law enforcement. Over the last 10 years, we have seen a 74% drop in applicant numbers. Additionally, nearly 50% of our sworn personnel are eligible to retire within the next 10 years. Our recruitment efforts continue to focus on adapting to the changing views held by younger generations on the value of dedication and leadership, and evolving notions of job satisfaction. We remain focused on applying new and innovative recruitment efforts to attract, hire and retain top-tier employees.

WELLNESS

Physical and mental wellness is the cornerstone of sustainable public safety service. Over the last few years, law enforcement suicides have outnumbered line of duty deaths for the first time since such data became available. We must provide unique care for our people so they are equipped to handle the enormous amount of work related stress they endure. The Department's Peer Support and Critical Incident Stress Management programs are designed to ensure our personnel not only thrive professionally, but personally. We must continue to broaden these services and our view of wellness to include family members as they too bear the stress and burdens faced by their loved ones in law enforcement.

EQUIPMENT & TRAINING

The quality of our equipment and training bears directly upon the health and safety of our people and their ability to provide superior courtesy, service, and protection to all lowans. Equipment designed to protect the protectors must remain a priority. Additionally, the advancement of technology has transformed the manner in which crimes are committed and investigated. We must remain on the cutting edge of technology if we are to effectively pursue justice for those deserving of it. Our training must be well-balanced between providing critical officer-safety skills, superior investigative techniques, and the need to better understand the communities we serve.

SUPPORT

It is important to lift up the brave men and women who sacrifice to serve and protect us. During these unsettling times, we've seen a significant increase in social unrest, in calls to defund law enforcement, and in efforts to undermine the health and safety of our officers. Support from our community and state leaders is more appreciated and critical than ever before. As we discharge our duties, we must always strive to uphold the honor and trust bestowed upon us. We must continue to earn the respect and confidence of our fellow lowans. As we prepare to rise up to meet unforeseen future challenges, it's gratifying to know the risks we take and professionalism we embody will be met with the appreciation, validation and support of our strongest allies.

Key Result

Name: Traffic Fatality Rate

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

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

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

Results

Performance Measure:

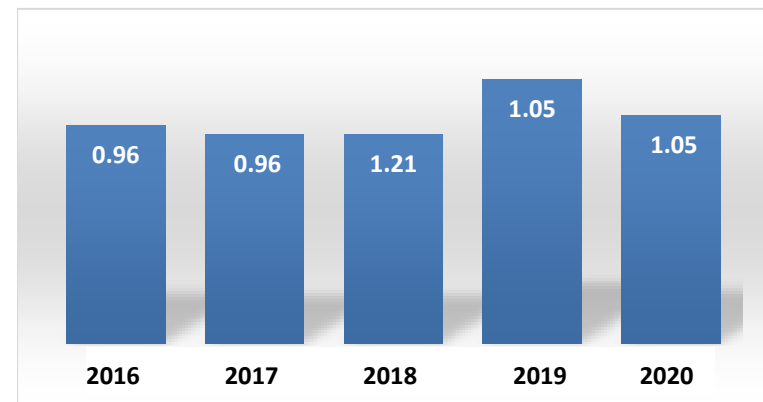
Traffic fatalities per 100 million vehicle miles traveled

Performance Target: 1.08

What was Achieved: The traffic fatality rate in FY 2020 of 1.05 per 100 million vehicle miles traveled, missed the target rate by .03.

Data Source: Governor's Traffic Safety Bureau

Total Traffic Fatalities Per 100 Million Vehicle Miles



Key Result

Name: Seat Belt Usage

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

Why are we doing this: Seat belt is very effective in protecting occupants of vehicles involved in crashes from death or serious injury.

What we're doing to achieve results: Seat belt enforcement efforts by the Iowa State Patrol and by local law enforcement agencies funded by and/or coordinating with the Governor's Traffic Safety Bureau are aimed at increasing seat belt use by drivers and passengers in vehicles on Iowa roads.

Results

Performance Measure:

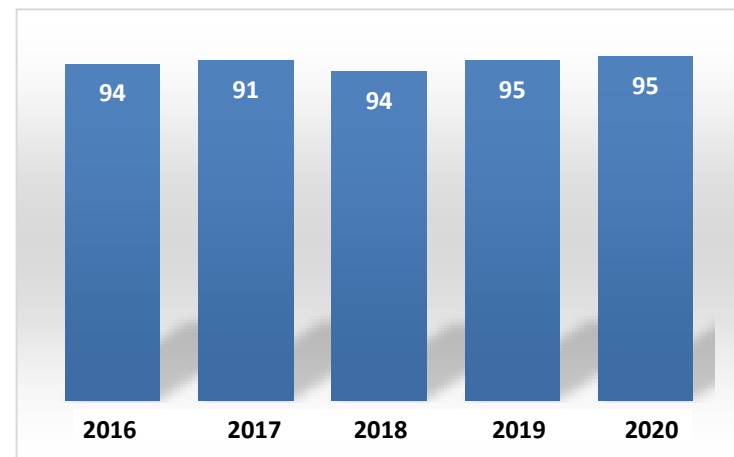
Percent of drivers and front seat passengers using seat belts

Performance Target: 95%

What was Achieved: In FY 2020, Iowa maintained an average of 95% usage of seat belts.

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

Percent of Iowa drivers and front seat passengers using seat belts



Key Result

Name: Index of Reported Violent Crime Offenses

Description: Number of reported violent index offenses (murder, rape, robbery and aggravated assault) reported to the Iowa Department of Public Safety by local law enforcement agencies per 100,000 estimated populations in Iowa.

Why are we doing this: Rates of reported violence are a frequent indicator of public safety. Iowa's historically low rate of reported violent index crime is a significant contributor to Iowa scoring well on various indices of "livability" in comparison to other states.

What we're doing to achieve results: The Division of Criminal Investigation provides investigative assistance and expertise to local law enforcement agencies as requested for major criminal investigations. The Division of Criminal Investigation Criminalistics Laboratory provides forensic analysis to assist in the investigation and prosecution of major criminal offenses.

Results

Performance Measure:

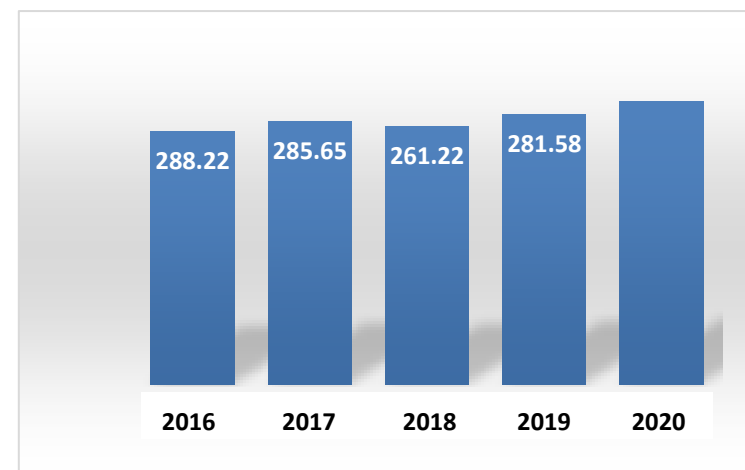
Rate per 100,000 estimated populations of violent criminal index offenses reported to law enforcement in Iowa.

Performance Target: 270.0

What was Achieved: The average rate of reported violent crime has been 268.2 per 100,000 population. Since 2013, the rate has been trending up. Data for 2020 is not currently available.

Data Source: Department of Public Safety

Violent Crime Rate per 100,000 Population



FY 2020 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
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)	1.08	1.05	What Occurred: The target was exceeded. Data Source: Governor's Traffic Safety Bureau
2. Rate of reported violent index crimes (per 100,000 estimated population)	270	Not Available	What Occurred: Actual data not available. 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 met. Data Source: Governor's Traffic Safety Bureau
2. Rate of alcohol-related fatalities per 100 million vehicle miles traveled	0.30	0.26	What Occurred: The target was not met. Data Source: Governor's Traffic Safety Bureau
3. Rate of serious injury crashes per 100 million vehicle miles traveled	3.60	4.05	What Occurred: The target was exceeded. Data Source: Iowa State Patrol
4. Number of motorists assisted	15,000	15,108	What Occurred: The target was exceeded. Data Source: Iowa State Patrol
5. Number of ISP Narcotics Arrests	1,200	204	What Occurred: The target was not met. Data Source: Iowa State Patrol
6. Number of enforcement contacts	275,000	260,501	What Occurred: The target was not met. Data Source: Iowa State Patrol
7. Number of Traffic Safety Contracts Administered	307	297	What Occurred: The target was not met. Data Source: Governor's Traffic Safety Bureau

FY 2020 Agency Performance Plan Results

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of arson and explosive cases where cause is determined	35%	48%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
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 and dismantled	80	79	What Occurred: The target was not met. Data Source: Division of Narcotics Enforcement
2. Number of identification, awareness and education programs	20	54	What Occurred: The target was exceeded. Data Source: Division of Narcotics Enforcement
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%	90%	What Occurred: The target was achieved. 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 turnaround time on cases closed (days)	45	77	What Occurred: The target was not met. Data Source: DCI Criminalistics Laboratory
2. Percent of applicable ASCLD/LAB (laboratory accreditation) criteria met in yearly inspections	100%	100%	What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory

FY 2019 Agency Performance Plan Results

<p>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</p>	<p>100%</p>	<p>100%</p>	<p>What Occurred: The target was achieved. Data Source: DCI Criminalistics Laboratory</p>
<p>4. Percent of criminalists successfully completing at least one discipline specific training event annually (when available) to maintain expert status</p>	<p>90%</p>	<p>80%</p>	<p>What Occurred: The target was not met. Data Source: DCI Criminalistics Laboratory</p>

FY 2019 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
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: 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	3,504	What Occurred: The target was exceeded. Data Source: Program Services Bureau, Administrative Services Division
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	30	What Occurred: The target was exceeded. Data Source: Fire Marshal Division
2. Percent of plan reviews completed within 60 calendar days of complete submission	100%	86%	What Occurred: The target was not met. Data Source: 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 ten calendar days	100%	100%	What Occurred: The target was achieved. Data Source: Fire Marshal Division
2. Percent of required school and college fire inspections completed biennially	65%	81%	What Occurred: The target was exceeded. Data Source: Fire Marshal Division

FY 2020 Agency Performance Plan Results

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: Fire Marshal Division
2. Percent of electrical installations inspected within 3 working days of receipt of request for inspection	95%	95%	What Occurred: The target was achieved. Data Source: 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 days of submission	90%	82%	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%	53%	What Occurred: The target was not met. Data Source: Division of Criminal Investigation

FY 2020 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
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 1 working day	90%	37%	What Occurred: The target was not met. Data Source: Commissioner's Office
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	0	What Occurred: The target was not met. Data Source: Division of Intelligence & Fusion Center
2. Requests for intelligence information fulfilled	12,000	16,079	What Occurred: The target was exceeded. Data Source: Division of Intelligence & Fusion Center
3. Number of intelligence briefings for high level executives	18	15	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 U.C.R. data	96%	96%	What Occurred: The target was achieved. Data Source: Program Services Bureau, Administrative Services Division

FY 2020 Agency Performance Plan Results

Service, Product or Activity: Provide Vital Information to Non-Law Enforcement Customers			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of A.M.B.E.R. Alert broadcasts completed within 60 minutes of receipt required information	100%	100%	What Occurred: The target was achieved. Data Source: Iowa State Patrol Communications
2. Percent of non-law enforcement requests for criminal history information processed within 2 working days	90%	95%	What Occurred: The target was exceeded. 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 2 working days of receipt in the identification section	90%	100%	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: Iowa State Patrol Communications
Service, Product or Activity: Sex Offender Registry – 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. Source: Division of Criminal Investigation
3. Percent of total Iowa sex offender registrants whose whereabouts are unknown	2%	1%	What Occurred: The target was exceeded. Data Source: Division of Criminal Investigation

FY 2020 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
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 Bureau
2. Percent of managers receiving management development and/or leadership training	100%	93%	What Occurred: The target was not met. Data Source: Professional Development Bureau
3. Number of specialized law enforcement training sessions provided annually	100%	78%	What Occurred: The target was not met. Data Source: Professional Development Bureau
Service, Product or Activity: Provide Professional Fire Service Certification Program			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of "Fire Fighter I" and "Fire Fighter II" students pursuing the requirements for certification	1,500	583	What Occurred: The target was not met. Data Source: Fire Service Training Bureau, State Fire Marshal
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%	58%	What Occurred: The target was not met. Data Source: Fire Service Training Bureau, State Fire Marshal
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	2,227	What Occurred: The target was not met. Data Source: Iowa State Patrol

FY 2020 Agency Performance Plan Results

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

FY 2020 Agency Performance Plan Results

Name of Agency: Department of Public Safety			
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: Finance Bureau, Administrative Services Division
2. Percent of time IOWA System switch is available	100%	100%	What Occurred: The target was achieved. Data Source: Technology Services Bureau, Administrative Services Division
Service, Product or Activity: CALEA Accreditation			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of Commission on Accreditation for Law Enforcement Agencies (CALEA) standards met for accreditation	100%	100%	What Occurred: The target was achieved. Data Source: Professional Development Bureau
Service, Product or Activity: Pension Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Pension Services: Number of audit exceptions contained in annual audit report)	0	0	What Occurred: The target was achieved. Data Source: Peace Officer Retirement, Administrative Services Division

FY 2020 Agency Performance Plan Results

Service, Product or Activity: Fleet and Supply			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average fleet turn-in mileage	125,000	127,000	What Occurred: The target was not met. Data Source: Iowa State Patrol
Service, Product or Activity: Provide Training Services to DPS Personnel			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of officers receiving mandatory law enforcement training each calendar year	100%	100%	What Occurred: The target was achieved. Data Source: Professional Development Bureau
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 Services Bureau, Administrative Services Division
Service, Product or Activity: Provide Statewide Law Enforcement Computer Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of agencies audited as required by the FBI	33%	40%	What Occurred: The target was exceeded. Data Source: Technology Services Bureau, Administrative Services Division
2. IOWA system messages transmitted to/from law enforcement agency/officer annually	69,000,000	104,231,467	What Occurred: The target was exceeded. Data Source: Technology Services Bureau, Administrative Services Division