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**Department of Education
Public Schools**

No.	Measure Type	Performance Measure	2001-02 Standard
		K-12 Florida Education Finance Program (FEFP)	
1	Outcome	Number and percent of teachers with National Teacher's Certification, reported by district	1,546 (1.1%)
2	Outcome	Number/percent of "A" schools, reported by district	600 (25%)
3	Outcome	Number/percent of "D" or "F" schools, reported by district	300 (12%)
4	Outcome	Number/percent of schools declining one or more letter grades, reported by district	193 (8%)
5	Outcome	Number/percent of schools improving one or more letter grades, reported by district	966 (40%)
		State Oversight and Assistance to Public Schools	
6	Outcome	Percent of teacher certificates issued within 30 days after receipt of application	84%
7	Outcome	Number of districts that have implemented a high-quality professional development system, as determined by the Department of Education, based on its review of student performance data and the success of districts in defining and meeting the training needs of teachers	21
8	Outcome	Percent of current fiscal year competitive grants initial disbursement made by August 15 of current fiscal year, or as provided in the General Appropriations Act	100%
9	Output	Number of certification applications processed	83,489

Community Colleges

		Community College Program	
10	Outcome	Percent of Associate in Arts (AA) degree graduates who transfer to a state university within 2 years	69%
11	Outcome	Percent of AA degree transfers to the State University System who earn a 2.5 or above in the SUS after 1 year	75%
12	Outcome	Of the AA graduates who are employed full time rather than continuing their education, the percent which are in jobs earning at least \$9 an hour	59%
13	Outcome	Of the AA students who complete 18 credit hours, the percent of whom graduate in 4 years.	36%
14	Outcome	Percent of students graduating with total accumulated credit hours that are less than or equal to 120 percent of the degree requirement	36%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
15	Outcome	Percent of students exiting the college-preparatory program who enter college-level course work associated with the AA, Associate in Science (AS), Postsecondary Vocational Certificate, and Postsecondary Adult Vocational programs	73%
16	Outcome	Percent of AA degree transfers to the State University System who started in College Prep and who earn a 2.5 in the SUS after 1 year	75%
17	Outcome	Number/Percent of AA partial completers transferring to the State University System with at least 40 credit hours	16,821 (72%)
18	Outcome	Number/Percent/FTEs of AA students who do not complete 18 credit hours within 4 years	5,346 (23.3%) 2,275
19	Outcome	Of the economically disadvantaged AA students who complete 18 credit hours, the number and percent who graduate with an AA degree within 4 years	2,138 (34%)
20	Outcome	Of the disabled AA students who complete 18 credit hours, the number and percent who graduate with an AA degree within 4 years	153 (31%)
21	Outcome	Of the black male AA students who complete 18 credit hours, the number and percent who graduate with an AA degree within 4 years	126 (18%)
22	Outcome	Of the English as Second Language (college prep) or English for Non-Speaker (college credit) students who complete 18 credit hours, the number and percent who graduate with an AA degree within 4 years	105 (31%)
23	Outcome	Percent of prior year Florida high school graduates enrolled in community colleges	30%
24	Output	Number of AA degrees granted	29,000
25	Output	Number of students receiving college preparatory instruction	94,000
26	Output	Number of students enrolled in baccalaureate programs offered on community college campuses	13,000

Workforce Development

		Workforce Development	
	Outcome	Number/percent of vocational certificate occupational completion point completers who are found placed according to the following definitions:	
27	Outcome	(I) Level III - Completed an occupational completion point within a program identified as high wage/high skill on the Workforce Estimating Conference list and found employed at \$4,680 or more per quarter.	10,487 (33.4%)
28	Outcome	(II) Level II - Completed an occupational completion point within a program identified for new entrants on the Workforce Estimating Conference list and found employed at \$3,900 or more per quarter, or found continuing education in a college-credit-level program	3,123 (10%)

**Senate Approved Agency Performance
Measures and Standards for
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No.	Measure Type	Performance Measure	2001-02 Standard
29	Outcome	(III) Level I - Completed any occupational completion point within a program not included in Levels II or III and found employed, enlisted in the military, or continuing their education at the vocational certificate level	12,583 (42.1%)
	Outcome	Number/percent of associate in science degree and college-credit certificate program completers who are found placed according to the following definitions:	
30	Outcome	(I) Level III - Completed a program identified as high wage/high skill on the Workforce Estimating Conference list and found employed at \$4,680 or more per quarter	7,519 (60.1%)
31	Outcome	(II) Level II - Completed a program identified for new entrants on the Workforce Estimating Conference list and found employed at \$3,900 or more per quarter, or found continuing education in a college-credit-level program	1,472 (11.8%)
32	Outcome	(III) Level I - Completed any program not included in Levels II or III and found employed, enlisted in the military, or continuing their education at the vocational certificate level	2,086 (17.5%)
33	Outcome	Number/percent of workforce development programs which meet or exceed nationally recognized accrediting or certification standards for those programs which teach a subject matter for which there is a nationally recognized accrediting body.	TBD
34	Outcome	Number/percent of students attending workforce development programs which meet or exceed nationally recognized accrediting or certification standards.	TBD
35	Outcome	Number/percent of students completing workforce development programs which meet or exceed nationally recognized accrediting or certification standards.	TBD
36	Output	Number of adult basic education, including English as a Second Language, and adult secondary education completion point completers who are found employed or continuing their education	57,344

State University System

		Educational & General	
37	Outcome	Graduation rate for First Time in College (FTIC) students, using a 6-year rate	61%
38	Outcome	Retention rate for FTIC students, using a 6-year rate	71%
39	Outcome	Graduation rate for AA transfer students, using a 4-year rate	69%
40	Outcome	Retention rate for AA transfer students, using a 4-year rate	80%
41	Outcome	Percent of students graduating with total accumulated credit hours that are less than or equal to 115% of the degree requirement, disaggregating the data by FTIC and AA transfers	61%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
42	Outcome	Pass rate on licensure/certification exams, for the first sitting	TBD
43	Outcome	Of the prior year graduates remaining in Florida, the percent employed at \$22,000 or more, 1 year following graduation	64%
44	Outcome	Of those graduates remaining in Florida, the percent employed at \$22,000 or more, 5 years following graduation	90%
45	Outcome	Percent of undergraduate students enrolled in graduate school upon completion of the baccalaureate degree	16%
46	Outcome	Externally generated research and training grant funds (federal, state, local, business, and industry) per state-funded ranked faculty full-time equivalent	\$97,196
47	Outcome	Average number of articles in Institute for Scientific Information Publication Count per ranked faculty	0.7
48	Outcome	For IFAS only, the percent of public service projects where the beneficiary is satisfied or highly satisfied with the extension assistance	98%
	Outcome	Of the total instructional effort by level, the percent of effort provided by faculty:	
49	Outcome	(I) Lower level	35%
50	Outcome	(II) Upper level	50%
51	Outcome	(III) Graduate	55%
52	Outcome	Number and percent of qualified Florida students, those applicants meeting BOR admission standards, admitted as FTIC students	95%
53	Outcome	Percent of FTIC students admitted as student profile assessments	10%
54	Outcome	Number and percent of student profile assessments who are out-of-state students	363 (10%)
55	Outcome	Of total faculty effort allocated for public service, the percent devoted to public schools	25%
56	Output	Number of degrees granted, baccalaureate	37,982
57	Output	Number of degrees granted, masters	11,008
58	Output	Number of degrees granted, doctoral	1,255
59	Output	Number of degrees granted, professional	1,170

**Postsecondary Education Planning Commission
(PEPC)**

60	Outcome	Completed studies required by statute or the General Appropriations Act	100%
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Financial Aid Program

		Student Financial Aid Programs	
61	Outcome	Percent of high school graduates who successfully completed the 19 core credits (Bright Futures)	63%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
62	Outcome	Retention rate of FTIC award recipients, by delivery system, using a 4-year rate for community colleges and a 6-year rate for universities (Bright Futures)	TBD
63	Outcome	Graduation rate of FTIC award recipients, by delivery system (Bright Futures)	TBD
64	Outcome	Percent of high school graduates attending Florida postsecondary institutions (Bright Futures)	52%
65	Output	Number of Bright Futures recipients	100,397
66	Outcome	Retention rate of FTIC award recipients, by delivery system, using a 4-year rate for community colleges and a 6-year rate for universities (Florida Student Assistance Grant)	TBD
67	Outcome	Graduation rate of FTIC award recipients, by delivery system (Florida Student Assistance Grant)	TBD
68	Outcome	Percent of recipients who, upon completion of the program, work in fields in which there are shortages (Critical Teacher Shortage Forgivable Loan Program)	TBD

Private Colleges and Universities Program

69	Outcome	Retention rate of First Time in College (FTIC) award recipients, using a 6-year rate (Florida Resident Access Grant - FRAG)	TBD
70	Outcome	Graduation rate of FTIC award recipients, using a 6-year rate (Florida Resident Access Grant - FRAG)	TBD
71	Output	Number of degrees granted by level for FRAG recipients and contract program recipients (Florida Resident Access Grant - FRAG)	TBD
72	Outcome	Retention rate of award recipients (Delineate by: Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	TBD
73	Outcome	Graduation rate of award recipients (Delineate by: Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	TBD
74	Outcome	Of those graduates remaining in Florida, the percent employed at \$22,000 or more 1 year following graduation (Delineate by: Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD
75	Outcome	Of those graduates remaining in Florida, the percent employed at \$22,000 or more 5 years following graduation (Delineate by: Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD

**Senate Approved Agency Performance
Measures and Standards for
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No.	Measure Type	Performance Measure	2001-02 Standard
76	Outcome	Licensure/certification rates of award recipients, (where applicable), (Delineate by: Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD
77	Output	Number of prior year's graduates (Delineate by: Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD
78	Output	Number of prior year's graduates remaining in Florida (Academic Contracts)	TBD
79	Output	Number of FTIC students, disaggregated by in-state and out-of-state (Historically Black Colleges and Universities)	TBD

Vocational Rehabilitation Program

80	Outcome	Percent/number of customers gainfully employed (rehabilitated) at least 90 days	65% (11,500)
81	Outcome	(I) Of VR significantly disabled	58.5% (9,775)
82	Outcome	(II) Of all other VR disabled	77% (1,725)
83	Outcome	Percent/number of VR customers placed in competitive employment	97.5% (11,200)
84	Outcome	Percent/number of VR customers retained in employment after 1 year	67.5% (6,300)
85	Outcome	Average annual earning of VR customers at placement	\$14,463
86	Outcome	Average annual earning of VR customers after 1 year	\$15,999
87	Outcome	Percent of case costs covered by third-party payers	23%
88	Outcome	Average cost of case life (to division)	
89	Outcome	(I) For significantly disabled VR customers	\$3,350
90	Outcome	(II) For all other disabled VR customers	\$400
91	Outcome	Number of customers reviewed for eligibility	29,000
92	Output	Number of individualized written plans for services	24,500
93	Output	Number of active cases	37,500
94	Output	Customer caseload per counselor	125
95	Output	Percent of eligibility determinations completed in compliance with federal law	95%

Blind Services Program

96	Outcome	Rate/no. of rehabilitation customers gainfully employed at least 90 days.	68.3%/847
97	Outcome	Rate/no. of rehabilitation customers placed in competitive employment.	64.3%/654
98	Outcome	Projected avg. annual earnings of rehabilitation customers at placement.	\$13,500
99	Outcome	Ratio/no. successfully rehabilitated older persons, non-vocational rehabilitation.	55.2%/1,400

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
100	Outcome	Ratio/no. of customers (children) successfully rehabilitated/transitioned from pre-school to school.	67.3%/36
101	Outcome	Ratio/no. of customers (children) successfully rehabilitated/transitioned from school to work.	26.5%/47
102	Output	No. of customers reviewed for eligibility	2,035
103	Output	No. of written plans for services	1,425
104	Output	No. of customers served	13,100
105	Output	Avg. time lapse (days) between application and eligibility determination for rehabilitation customers	69
106	Output	Customer caseload per counseling/case management team member	114
107	Output	Cost per Library customer served	\$19.65
108	Output	Number of blind vending food service facilities supported	153
109	Output	No. of existing food service facilities renovated	10
110	Output	No. of new food service facilities constructed	5
111	Output	Number of Library customers served	45,000
112	Output	Number of Library items (Braille and recorded) loaned	1.2 m.

**Agency for Health Care Administration
Administration and Support Program**

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Percent of agency administrative costs and positions compared to total agency costs and positions	.23%/12.13%

Health Care Regulation Program

2	Outcome	Percent of Priority I practitioner investigations resulting in emergency action	25%
3	Outcome	Average number of days to take emergency action on Priority I practitioner investigations	90
4	Outcome	Percent of initial investigations and recommendations as to the existence of probable cause completed within 180 days after receipt of complaint	85%
5	Outcome	Percent of investigations of alleged unlicensed facilities and programs that have been previously issued a cease and desist order, that are confirmed as repeated unlicensed activity	6%
6	Outcome	Percent of Priority I consumer complaints about licensed facilities and programs that are investigated within 48 hours	100%
7	Outcome	Percent of accredited hospitals and ambulatory surgical centers cited for not complying with life safety, licensure or emergency access standards	9%
8	Outcome	Percent of validation surveys that are consistent with findings noted during the accreditation survey	98%
9	Outcome	Percent of nursing home facilities with deficiencies that pose a serious threat to the health, safety or welfare of the public	0%
10	Outcome	Percent of assisted living facilities with deficiencies that pose a serious threat to the health, safety or welfare of the public	0%
11	Outcome	Percent of home health facilities with deficiencies that pose a serious threat to the health, safety or welfare of the public	0%
12	Outcome	Percent of clinical laboratories with deficiencies that pose a serious threat to the health, safety or welfare of the public	0%
13	Outcome	Percent of ambulatory surgical centers with deficiencies that pose a serious threat to the health, safety or welfare of the public	0%
14	Outcome	Percent of hospitals with deficiencies that pose a serious threat to the health, safety or welfare of the public	0%
15	Outcome	Percent of hospitals that fail to report serious incidents (agency identified)	9%
16	Outcome	Percent of new recipients voluntarily selecting managed care plan	50%
17	Outcome	Administrative cost as a percent of total program costs	7.6%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
18	Outcome	Percent of complaints of HMO patient dumping received that are investigated	100.0%
19	Outcome	Percent of facility patient dumping complaints confirmed	TBD
20	Output	Number of complaints of facility patient dumping received that are investigated	TBD
21	Output	Number of practitioner complaints determined legally sufficient	6,000
22	Output	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (nolle prosequere)	1,389
23	Output	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (letters of guidance)	1,193
24	Output	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (notice of noncompliance)	9
25	Output	Number of legally sufficient practitioner complaints resolved by findings of probable cause - (issuance of citation for minor violations)	225
26	Output	Number of legally sufficient practitioner complaints resolved by findings of stipulations or informal hearings	1,500
27	Output	Number of legally sufficient practitioner complaints resolved by findings of formal hearings	30
28	Output	Average number of practitioner complaint investigations per FTE	227
29	Output	Number of inquiries to the call center regarding practitioner licensure and disciplinary information	25,000
30	Output	Number of facility emergency actions taken	89
31	Output	Total number of full facility quality-of-care surveys conducted	6,054
32	Output	Average processing time (in days) for Statewide Provider and Subscriber Assistance Panel cases	58
33	Output	Number of construction reviews performed (plans and construction)	4,050
34	Output	Number of new enrollees provided choice counseling	520,000
Children's Special Health Care (KidCare Program)			
35	Outcome	Percent of eligible uninsured children who receive health benefits coverage	100%
36	Outcome	Percent of children enrolled with up-to-date immunizations	85%
37	Outcome	Percent of compliance with the standards established in the Guidelines for Health Supervision of Children and Youth as developed by the American Academy of Pediatrics for children eligible under the program	89%
38	Outcome	Percent of families satisfied with the care provided under the program	90%
39	Outcome	Percent of hospitalizations for conditions preventable by good ambulatory care	7.3%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
40	Output	Total number of uninsured children enrolled in Kidcare	391,662
41	Output	Number of uninsured children enrolled in Florida Healthy Kids	255,347
42	Output	Number of uninsured children enrolled in Medikids	29,306
43	Output	Number of uninsured children enrolled in Children's Medical Services Network	6,328
		Executive Direction and Support Services	
44	Outcome	Percent of program administrative costs compared to total program costs	1.5%
45	Output	Average number of days between receipt of clean Medicaid claim and payment	11
46	Output	Number of Medicaid claims received	130,132,876
		Medicaid Services to Individuals	
47	Outcome	Percent of women receiving adequate prenatal care	85.0%
48	Outcome	Neonatal mortality rate per 1,000	4.7
49	Outcome	Average number of months between pregnancies for those receiving family planning services	37.4
50	Outcome	Percent of eligible children who received all required components of EPSDT screen	64%
51	Outcome	Percent of hospitalizations that are preventable by good ambulatory care	16.3%
52	Output	Number of children receiving EPSDT services	213,212
53	Output	Number of hospital inpatient services provided to children	63,915
54	Output	Number of physician services provided to children	3,967,771
55	Output	Number of prescribed drugs provided to children	3,375,995
56	Output	Number of hospital inpatient services provided to elders	95,681
57	Output	Number of physician services provided to elders	1,959,863
58	Output	Number of prescribed drugs provided to elders	9,743,841
59	Output	Number of uninsured children enrolled in the Medicaid Expansion	15,681
60	Output	Number of uninsured children enrolled in Medicaid as a result of outreach efforts	85,000
		Medicaid Long Term Care	
61	Outcome	Percent of hospitalizations for conditions preventable with good ambulatory care	12.6%
62	Output	Number of case months (home and community-based services)	415,858
63	Output	Number of case months services purchased (Nursing Home)	564,996
		Medicaid Prepaid Health Plan	
64	Outcome	Percent of hospitalizations for conditions preventable by good ambulatory care	14.7%
65	Outcome	Percent of women and child hospitalizations for conditions preventable with good ambulatory care	14.5%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
66	Output	Number of case months services purchased (elderly and disabled)	1,683,045
67	Output	Number of case months services purchased (families)	7,444,141

**Department of Children and Families
Mental Health Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Violent Sexual Predator	
1	Outcome	Percent of "meets criteria" determinations that result in detention past adversarial probable cause hearing	100%
2	Output	Number of sexual predators assessed	2,720
3	Output	Number of individuals served (treatment)	479
		Adult Community Mental Health Services	
4	Outcome	Average annual number of days spent in the community (not in institutions or other facilities) for adults with a serious and persistent mental illness	350
5	Outcome	Average annual days worked for pay for adults with a serious and persistent mental illness	40
6	Outcome	Percent of adults in mental health crisis not readmitted within 30 days	97%
7	Outcome	Percent of adults with forensic involvement who violate their conditional release under chapter 916, Florida Statutes, and are recommitted	2%
8	Outcome	Average annual number of days spent in the community (not in institutions or other facilities) for adults with forensic involvement	310
9	Output	Number of Adults with a serious and persistent mental illness in the community served	62,261
10	Output	Number of adults in mental health crisis served	47,800
11	Output	Number of adults with forensic involvement served	1,055
		Children's Mental Health	
12	Outcome	Percent of children with mental illness restored to competency and recommended to proceed with a judicial hearing	90%
13	Outcome	Percent of children with mental retardation restored to competency and recommended to proceed with a judicial hearing	68%
14	Outcome	Annual days serious emotionally disturbed (SED) children (excluding those in juvenile justice facilities) spend in the	341
15	Outcome	Percent of improvement of the emotional condition or behavior of the child or adolescent evidenced by resolving the presented problem and symptoms of the serious disturbance recorded in the initial assessment	TBD
16	Outcome	Projected annual days emotionally disturbed (ED) children (excluding those in juvenile justice facilities) spend in the community	353

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
17	Outcome	Percent of improvement of the emotional condition or behavior of the child or adolescent evidenced by resolving the presented problem and symptoms of the emotional disturbance recorded in the initial assessment	TBD
18	Output	Number of children served who are incompetent to proceed	266
19	Output	Number of SED children served	40,517
20	Output	Number of ED children served	21,284
21	Output	Number of at risk children served	3,256
		Adult Mental Health Treatment Facilities	
22	Outcome	Percent of civil commitment patients who improve mental health based on the Positive and Negative Syndrome Scale	78%
23	Output	Number of people in civil commitment served	2,350
24	Output	Number of adults in forensic commitment served	1,841
		Program Management and Compliance	
26	Outcome	Administrative cost as a percent of total program costs	1.6%

Persons with Disabilities Program

		Developmental Services Public Facilities	
27	Outcome	Annual number of significant reportable incidents per 100 persons with developmental disabilities living in developmental services institutions	24
28	Outcome	Percent of people with improved quality of life	50%
29	Outcome	Percent of people on the waiting list who receive services within 12 months	100%
30	Output	Number of adults incompetent to proceed provided competency training and custodial care in the Mentally Retarded Defendants Program	141
31	Output	Number of adults receiving services in developmental services institutions	1,419
		Home and Community Services	
32	Outcome	Percent of people receiving home and community services with improved quality of life (waiver and non-waiver)	57%
33	Outcome	Percent of people who are employed in integrated settings	31%
34	Outcome	Percent of people on the waiting list who receive services within 12 months	100%
35	Output	Number of people served in the community (not in private ICF/DDs)	33,340
36	Output	Number of people served in private facilities	2,084
37	Output	Number of persons with disabilities served in supported living	2,720
		In-Home Services for Disabled Adults	

**Senate Approved Agency Performance
Measures and Standards for
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No.	Measure Type	Performance Measure	2001-02 Standard
38	Outcome	Percent of adults with disabilities receiving services who are not placed in a nursing home	99%
39	Output	Number of disabled adults provided in-home supports	4,655
		Program Management and Compliance	
40	Outcome	Administrative cost as a percent of total program costs	2.14%

Family Safety Program

		Child Care Regulation and Information	
41	Outcome	Percent of licensed child care facilities and homes with no class 1 (serious) violations during their licensure year	98%
42	Output	Number of facilities and homes licensed	5,692
43	Output	Number of training certificates issued to child care provider staff	53,000
		Adult Protection	
44	Outcome	Percent of protective supervision cases in which no report alleging abuse, neglect or exploitation is received while the case is open	97%
45	Outcome	Percent of adult and child victims in shelter more than 72 hours having a plan for family safety and security when they leave shelter	95%
46	Output	Number of investigations	38,560
47	Output	Number of people receiving protective services	11,813
48	Output	Number of individuals counseled (emergency shelter supports)	170,000
		Child Abuse Prevention and Intervention	
49	Outcome	Percent of children in families who complete intensive child abuse prevention programs of 3 months or more, who are not abused or neglected within 12 months of program completion	96%
50	Outcome	Per capita child abuse rate	23/1,000
51	Output	Number of children in families served	120,000
52	Output	Number of families served in Healthy Families	6,962
		Child Protection and Permanency	
53	Outcome	Percent of children who have no findings of child maltreatment within 1 year of case closure from services	95%
54	Outcome	Percent of children reunified with family who return to foster care within 1 year of case closure	3%
55	Outcome	Percent of children not abused or neglected during services	97%
56	Outcome	Percent of children who exited out-of-home care by the 12th month	40%
57	Outcome	Percent of cases reviewed by supervisors in accordance with department timeframes for early warning system	100%
58	Outcome	Percent of investigations commenced within 24 hours	100%
59	Outcome	Percent of investigations completed within 60 days	100%
60	Outcome	Percent of foster homes that exceed their licensed capacity without a current waiver	0%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
61	Outcome	Percent of case plans completed within 60 days after the child is removed from the home	100%
62	Outcome	Percent of children who are adopted of the number of children legally available for adoption	90%
63	Output	Number of investigations	201,797
64	Output	Children receiving adoptive services	4,177
65	Output	Number of children receiving adoption subsidies	14,322
66	Output	Number of children under protective supervision (point in time)	29,116
67	Output	Number of children in out-of-home care	35,500
		Florida Abuse Hotline	
68	Outcome	Percent of calls made to the Florida Abuse Hotline that were abandoned	5%
69	Output	Calls answered	377,150
70	Output	Number of calls to the hotline	397,000
		Program Management and Compliance	
71	Outcome	Administrative costs as a percent-of total program costs	5.9%

Economic Self-Sufficiency Program

		Comprehensive Eligibility Services	
72	Outcome	Percent of all applications processed within time standards	99%
73	Outcome	Percent of Food Stamp benefits determined accurately	93%
74	Outcome	Percent of cash assistance benefits determined accurately	94%
75	Output	Total number of applications	2,943,800
		Program Management and Compliance	
76	Outcome	Administrative cost as a percent of total program costs	2.2%
		Fraud Prevention and Benefit Recovery	
77	Outcome	Percent of suspected fraud cases referred that result in front-end fraud prevention savings	70%
78	Output	Number of fraud investigations completed	20,000
79	Output	Return on investment from fraud prevention/benefit recovery	TBD
		Special Assistance Payments	
80	Outcome	Percent of Optional State Supplementation (OSS) applications processed within time standards	98%
81	Output	Number of applications processed for Optional State Supplementation payments	7,100
		Welfare Transition and Employment Supports	
82	Outcome	Percent of 4-year-old children placed with contracted providers in care for 9 months who enter Kindergarten ready to learn as determined by the Florida Partnership for School Readiness	83%
83	Outcome	Percent of cash and welfare-transition clients who need child care who receive subsidized child care services	100%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
84	Outcome	Percent of working poor clients (nonwelfare-transition) who receive subsidized child care services	71%
85	Output	Number of cash assistance participants referred to the regional workforce development boards	117,370
86	Output	Number of children who received subsidized child care services	147,085
87	Output	Number of cash assistance applications	381,145
		Refugees	
88	Outcome	Percent of Refugee Assistance cases accurately closed at 8 months or less	98%
89	Output	Number of refugee cases closed	9,234
90	Output	Number of refugee cases	38,200

Executive Leadership

91	Outcome	Administrative cost as a percent of total program costs	.35%
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Support Services

		Information Technology	
92	Outcome	Information technology cost as a percent of total agency costs	4.5%
		Assistant Secretary for Administration	
93	Outcome	Administrative cost as a percent of total agency costs	1.25%
		District Administration	
94	Outcome	Administrative cost as a percent of total agency costs	1.8%

Substance Abuse Program

		Program Management and Compliance	
95	Outcome	Administrative cost as a percent of total program costs	3.2%
		Child Substance Abuse Prevention, Evaluation and Treatment Services	
96	Outcome	Percent of children with substance abuse who complete treatment	72%
97	Outcome	Percent of children with substance abuse who are drug free during the 12 months following completion of treatment	52%
98	Outcome	Percent of children with substance abuse under the supervision of the state receiving substance abuse treatment, who are not committed to the Department of Juvenile Justice during the 12 months following treatment completion	85%
99	Outcome	Percent of children at risk of substance abuse who receive targeted prevention services, who are not admitted to substance abuse services during the 12 months after completion of prevention services	95%
100	Output	Number of children with substance abuse problems served	55,000
101	Output	Number of at-risk children served in targeted prevention	7,000
102	Output	Number of prevention services to children at risk	7,483

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
		Adult Substance Abuse Prevention, Evaluation, and Treatment Services	
103	Outcome	Percent of adults who are drug free during the 12 months following completion of treatment	54%
104	Outcome	Percent of adults employed upon discharge from treatment services	68%
105	Outcome	Percent change in the number of clients with arrests within 90 days following discharge compared to number with arrests within 90 days prior to admission	57%
106	Outcome	Percentage of adults in child welfare protective supervision who have case plans requiring substance abuse treatment who received treatment	55%
107	Outcome	Percent of adults who complete treatment	69%
108	Output	Number of adults served	124,400

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

**Department of Elder Affairs
Services to Elders Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Comprehensive Eligibility Services	
1	Outcome	Percent of elders the CARES program determined eligible for nursing home placement who are diverted into the community	19.7%
2	Outcome	Percent of CARES imminent-risk referrals served	90%
3	Output	Number of CARES assessments	65,621
		Home and Community Services	
4	Outcome	Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours	95%
5	Outcome	Percent of most frail elders who remain at home or in the community instead of going into a nursing home	93%
6	Outcome	Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups	\$2,384
7	Outcome	Percent of elders assessed with high or moderate risk environments who improved their environment score	65.9%
8	Outcome	Percent of new service recipients with high-risk nutrition scores whose nutritional status improved	61.6%
9	Outcome	Percent of new service recipients whose ADL assessment score has been maintained or improved	63%
10	Outcome	Percent of new service recipients whose IADL assessment score has been maintained or improved	62.3%
11	Outcome	Percent of family and family-assisted caregivers who self-report they are very likely to provide care	88.9%
12	Outcome	Percent of Community Care for the Elderly clients defined as "probable Medicaid eligibles" who remain in state funded programs	6.15%
13	Outcome	Percent of most frail elders who remain at home or in the community instead of going into a nursing home	92.6%
14	Output	Number of people served	133,664
15	Output	Number of congregate meals provided	4,709,932
16	Output	Number of ALF and Adult Family Care Home Staff Trained	9,000
17	Output	Number of elders served (caregiver support)	13,190
18	Output	Number of elders served (early intervention/prevention)	131,476
19	Output	Number of elders served (home & community services diversion)	74,605
20	Output	Number of elders served (housing, hospice, end of life)	5
21	Output	Number of elders served (LTC initiatives)	815
22	Output	Number of elders served (meals, nutrition education, and nutrition counseling)	75,815
23	Output	Number of elders served (residential assisted living support and elder housing issues)	2,760
24	Output	Number of elders served (self care)	119,580

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
25	Output	Number of elders served (supported community care)	49,551
		Executive Direction and Support Services	
26	Outcome	Percent of agency administration costs and positions compared to total agency cost and positions	2.7%/21.2%
27	Outcome	Percent of Assisted Living Facility and Adult Family Care Home participants passing the competency test	80%
		Consumer Advocate Services	
28	Outcome	Percent of complaint investigations initiated by the ombudsman within 5 working days	90%
29	Outcome	Percent of service activity on behalf of frail or incapacitated elders initiated by public guardianship within 5 days of receipt of request	90%
30	Output	Number of judicially approved guardianship plans	435
31	Output	Number of complaint investigations completed (long-term care ombudsman council)	8,500

**Department of Health
Executive Direction and Administration Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Executive Direction and Support Service	
1	Outcome	Percent of agency administrative costs and positions compared to total agency costs and positions	TBD
2	Outcome	Percent of middle and high school students who report using tobacco products in the last 30 days	19.6%
3	Output	Number of middle and high school students receiving comprehensive tobacco prevention education	151,601
4	Output	Number of anti-tobacco impressions (marketing)	200 million
		Information Technology	
5	Outcome	Technology costs as a percent of total agency costs	1%

Children's Medical Services Program

6	Outcome	Percent of families served with a positive evaluation of care	95%
7	Outcome	Percent of CMS Network enrollees in compliance with the periodicity schedule for well-child care	90%
8	Outcome	Percent of eligible infants/toddlers provided CMS program Early Intervention program services	90%
9	Outcome	Percent of Child Protection Team (CPT) team assessments provided to Family Safety program within established timeframes	90%
10	Outcome	Percent of hospitalizations for conditions preventable by good ambulatory care	TBD
11	Output	Number of children enrolled in CMS program Network (Medicaid and Non-Medicaid)	52,000
12	Output	Number of children provided early intervention services	32,000
13	Output	Number of children receiving Child Protection Team (CPT) assessments provided	23,389
14	Output	Number of children with special health care needs served	312,695

Community Public Health Program

		Family Health Services	
15	Outcome	Infant mortality rate per 1,000 live births	6.7
16	Outcome	Nonwhite infant mortality rate per 1,000 nonwhite births	9.9
17	Outcome	Percent of low birth weight births among prenatal Women, Infants and Children (WIC) program clients	7.9%
18	Outcome	Live births to mothers age 15-19 per 1,000 females 15-19	51.6
19	Output	Average monthly participants in Women, Infants and Children (WIC) program	302,000
20	Output	Number of daily child care food participants	116,677
		Infectious Disease Prevention and Control	

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
21	Outcome	AIDS case rate per 100,000 population	33.18
22	Outcome	HIV/AIDS resident total deaths per 100,000 population	10.37
23	Outcome	Chlamydia case rate per 100,000 population	205.1
24	Outcome	Tuberculosis case rate per 100,000 population	7.75
25	Outcome	Immunization rate among 2 year olds	90%
26	Outcome	Vaccine preventable disease rate per 100,000 population	3.26
27	Output	Number of patient days (A.G. Holley tuberculosis hospital)	15,600
		Environmental Health	
28	Outcome	Food and waterborne disease outbreaks per 10,000 facilities regulated by the Department of Health	3.5
29	Outcome	Overall sanitation and safety score in department regulated facilities	97.3%
30	Outcome	Septic tank failure rate per 1,000 within 2 years of system installation	2.35
31	Output	Number of x-ray machines regulated	39,250
32	Output	Hours spent analyzing patterns of birth defects, contaminated wells, marine toxins, pesticides, food/waterborne disease cases, etc.	54,693
		County Health Department	
33	Output	Number of school health services provided	18,950,000
34	Output	Number of Healthy Start clients	170,000
35	Output	Number of Family Planning clients	162,000
36	Output	Immunization services	1,770,000
37	Output	Number of sexually transmitted disease clients	78,200
38	Output	Persons receiving HIV patient care from county health departments	8,608
39	Output	Number of tuberculosis medical, screening, tests, test read services	450,000
40	Output	Number of onsite sewage disposal systems inspected	292,172
41	Output	Number of community hygiene services	93,200
42	Output	Water system/storage tank inspections/plans reviewed	230,000
		Statewide Health Support Services	
43	Outcome	Percent saved on prescription drugs compared to market price	25%
44	Outcome	Percent of laboratory samples passing routine standardized proficiency testing	100%
45	Output	Number of birth, death, marriage, divorce and prenatal screening records processed	776,231

Health Care Practitioner & Access Program

		Medical Quality Assurance	
46	Outcome	Percent of health care practitioners' applications for licensure completed within 90 days	100%
47	Outcome	Percent of cease and desist orders issued to unlicensed practitioners in which another complaint of unlicensed activity is subsequently filed against the same practitioner	6%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
48	Output	Number of unlicensed individuals investigated	400
49	Output	Number of licenses and renewals issued	547,703
		Community Health Resources	
50	Outcome	Percent of emergency medical service providers found to be in compliance during licensure inspection	92%
51	Outcome	Age-adjusted injury death rate per 100,000	57
52	Outcome	Number of medical students who do a rotation in a medically underserved area	730
53	Outcome	Percent of brain and spinal cord injury victims reintegrated to the community	83%
54	Output	Number of providers who receive continuing education	17,100
55	Output	Number of emergency medical services providers licensed	249
56	Output	Number of brain and spinal cord injury victims served	3,384
57	Output	Number of emergency medical technicians and paramedics certified	36,478

Disability Determinations Program

58	Outcome	Percent of disability determinations completed accurately as determined by the Social Security Administration	94.1%
59	Output	Number of disability determinations completed	239,348

Department of Veterans' Affairs
Services to Veterans

No.	Measure Type	Performance Measure	2001-02 Standard
		Veterans' Homes	
1	Outcome	Occupancy rate for homes in operation for 2 years or longer	90%
2	Outcome	Percent of veterans' homes that received gold star certification by AHCA	TBD
3	Output	Number of veterans' homes beds available	510
		Veterans' Claims	
4	Outcome	Percent increase (over baseline) in the number of veterans' complete "ready to rate" claims processed	4%
5	Output	Number of veterans served	161,260
6	Output	Number of claims processed	14,480
		Veterans' Field Services	
7	Outcome	Value of cost avoidance because of issue resolution	\$4,869,072
8	Output	Number of veterans served	199,950
		Executive Direction and Support Services	
9	Outcome	Percent of agency administration and support costs and positions compared to total agency costs and positions	8%/9.3%
10	Outcome	Percent of veterans, families and survivors aware of FDVA services	43%
11	Output	Number of constituents served	570,000

**Senate Approved Agency Performance
Measures and Standards for
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**Department of Corrections
Security and Institutional Operations**

No.	Measure Type	Performance Measure	2001-02 Standard
		Custody Operations	
1	Outcome	Number of escapes from the secure perimeter of major institutions	0
2	Outcome	Number of batteries committed by inmates on one or more persons per 1,000 inmates	40
3	Outcome	Number of inmates receiving major disciplinary reports per 1,000 inmates	418
4	Outcome	Percentage of random inmate drug tests that are negative	98.5%
5	Outcome	Percent of reported criminal incidents investigated by the Inspector General's Office	1
		Road Prison Operations	
6	Outcome	Annual cost savings to the state for using inmate labor for maintenance of state rights-of-way	TBD
		Public Service Worksquads and Work Release Transition	
7	Outcome	Percent of available inmates who work	85.7%
8	Outcome	Number of available work assignments	35,712
9	Outcome	Number of inmates available for work or program assignments	54,299
10	Outcome	Percent of those available for work or program assignments who are not assigned	1.5%
11	Outcome	Annual cost savings to the state for using inmate labor for maintenance of state rights-of-way	TBD
		Correctional Facilities Maintenance and Repair	
12	Outcome	Per diem cost of correctional facilities maintenance and repair	4.03
		Offender Management and Control	
13	Outcome	Percent of inmates placed in a facility that provides at least one of inmate's primary program needs	62%
14	Outcome	Percent of inmates who did not escape when assigned outside a secure perimeter	1
15	Output	Number of new inmates received and oriented	26,892
		Information Technology	
16	Outcome	Percent program information technology costs compared to total program costs	0.9%
		Executive Direction and Support Services	
17	Outcome	Administrative support costs as a percent of total agency costs	1.6%
18	Outcome	Administrative support positions as a percent of total agency positions	1.2%
19	Outcome	Percent of victim notifications that meet the statutory time period requirements	98.0%

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No.	Measure Type	Performance Measure	2001-02 Standard
		Health Care Program	
		Inmates Health Services	
	Outcome	Health care grievances that are upheld:	
20		Number	58
21		Percentage	1.4%
	Outcome	Number of suicides per 100,000 inmates compared to the national average for correctional facilities/institutions:	
22		Within DOC	6
23		National average:	TBD
	Outcome	Comparison of per diems for General Medical Services	
24		DOC	\$7.05
25		HMO	TBD
26		Medicaid HMO	TBD
	Outcome	Comparison of per diems for Mental Health Services	
27		DOC	\$1.79
28		HMO	TBD
29		Medicaid HMO	TBD
	Outcome	Comparison of per diems for hospitalization contracts	
30		DOC	\$1,923
31		HMO	TBD
32		Medicaid HMO	TBD

Community Corrections Program

		Offender Management and Control	
33	Output	Score sheets processed	0
		Offender Supervision	
34	Outcome	Percentage of Community Control offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	38.0%
35	Outcome	Percentage of Drug Offender Probation offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	32.0%
36	Outcome	Percentage of Post-Prison Release offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	58.0%
37	Outcome	Percentage of Pre-Trial Intervention offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	0.0%

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
38	Outcome	Percentage of Probationers that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	55.0%
	Outcome	Status of offenders 2 years after the period of supervision was imposed: A. All offenders:	
39		Revoked - number	35,656
40		- percentage	42.0%
41		Absconded - number	3,450
42		- percentage	4.0%
	Outcome	Percentage of offenders who successfully complete supervision and are not subsequently recommitted to DOC for committing a new crime within 2 years:	
43		To prison	99.0%
44		To supervision	94.0%
45	Outcome	Percent of court-ordered amounts collected from offenders on community supervision only by DOC for restitution	52.0%
46	Outcome	Percent of court-ordered amounts collected from offenders on community supervision only by DOC for other court-ordered costs	34.0%
47	Outcome	Percent of court-ordered amounts collected from offenders on community supervision only by DOC for costs of supervision	63.0%
48	Outcome	Percent of court-ordered amounts collected for subsistence from offenders in probation and restitution centers	67.0%
	Output	Number of monthly personal contacts with offenders supervised in the community compared to the department standard:	
49		Administrative - 0.0	TBD
50		Minimum - 1.0	TBD
51		Medium - 1.5	TBD
52		Maximum - 2.0	TBD
53		Sex Offenders - 3.0	TBD
54		Community Control - 8.0	TBD
		Adult Substance Abuse Prevention, Evaluation and Treatment	
55	Outcome	Percentage of offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	76.0%
56	Output	Substance abuse tests administered to offenders being supervised in the community	438,637
		Information Technology	
57	Outcome	Percent program information technology costs compared to total program costs	0.1%

**Senate Approved Agency Performance
Measures and Standards for
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No.	Measure Type	Performance Measure	2001-02 Standard
		Community Facilities Operations	
58	Outcome	Percentage of offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period.	70.0%

Correctional Education and Program

		Basic Education Skills	
59	Outcome	Percent of inmates completing mandatory literacy programs who score at or above 9th grade level on next Test for Adult Basic Education (TABE)	20.0%
60	Outcome	Percent of inmates who successfully complete mandatory literacy programs	50.0%
61	Outcome	Percent of inmates who successfully complete GED education programs	11.0%
62	Outcome	Percent of inmates who need special education programs who participate in special education (federal law) programs	92.0%
63	Outcome	Percent of inmates who successfully complete vocational education programs	30.0%
64	Outcome	Average increase in grade level achieved by inmates participating in educational programs per instructional period (3 months)	0.5
		Adult Substance Abuse Prevention, Evaluation and Treatment Services	
65	Outcome	Percentage of community supervision offenders who have completed drug treatment without subsequent recommitment to community supervision or prison within 24 months after release.	93.0%
66	Outcome	Percentage of inmates who have completed drug treatment without subsequent recommitment to community supervision or prison within 24 months after release.	73.0%
67	Outcome	Percent of inmates who need programs and successfully complete Drug Abuse Education/Treatment programs	34.0%
		Adult Offender Transition, Rehabilitation and Support	
68	Outcome	Percentage of community supervision offenders who successfully complete transition, rehabilitation, or support programs without subsequent recommitment to community supervision or prison for 24 months after release.	92.0%
69	Outcome	Percent of inmates who successfully complete transition, rehabilitation, or support programs without subsequent recommitment to community supervision or prison for 24 months after release	73.0%
70	Output	Number of transition plans completed for inmates released from prison	23,289

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No.	Measure Type	Performance Measure	2001-02 Standard
71	Output	Percent of transition plans completed for inmates released from prison	96.0%
72	Output	Percent of inmates participating in religious programming	18.0%

Department Administration

		Executive Direction and Support	
73	Outcome	Administrative support costs as a percent of total agency costs	3.0%
74	Outcome	Administrative support positions as a percent of total agency positions	2.7%
		Business Service Center	
75	Outcome	Administrative support costs as a percent of total agency costs	3.0%
76	Outcome	Administrative support positions as a percent of total agency positions	2.7%
		Information Technology	
77	Outcome	Percent agency information technology costs compared to total agency costs	0.4%
		Florida Corrections Commission	
78	Outcome	Percent of dollars saved as a direct result of Commission's recommendations	0.0%

Justice Administration

Justice Administrative Commission

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Administrative support costs as a percent of total agency costs	0.6%
2	Outcome	Administrative support positions as a percent of total agency positions	0.3%
3	Outcome	Number of material/substantial audit findings related to areas of direct JAC responsibility to its customers	TBD
4	Outcome	Percentage of invoices processed within statutory time frames	TBD
5	Output	Number of budget amendments processed and agency transfers processed	400
6	Output	Number of accounting transactions (FLAIR) processed	TBD
7	Output	Number of financial reports produced	TBD
8	Output	Number of reports prepared	185
9	Output	Number of employee and position transactions (COPES) processed by type	TBD
10	Output	Number of JAC staff users directly supported	32
11	Output	Number of JAC computer devices directly supported	75
12	Output	Number of IRM reports provided to the State Technology Office	TBD
13	Output	Number of public records requests	68

Criminal Prosecutions and Civil Actions

		For Each State Attorney	
14	Outcome	Number of offenders who qualify for enhanced sentencing for whom state attorneys requested enhanced sentencing and the number for whom judges ordered enhanced sentencing. "Enhanced Sentencing" includes Habitual Offender, Violent Habitual, Violent Career Criminal, Prison Release Reoffender, 10-20-Life, and Three-Strikes statutes.	TBD
15	Outcome	Percent of offenders who qualify for enhanced sentencing for whom state attorneys requested enhanced sentencing and the number for whom judges ordered enhanced sentencing. "Enhanced Sentencing" includes Habitual Offender, Violent Habitual, Violent Career Criminal, Prison Release Reoffender, 10-20-Life, and Three-Strikes statutes.	TBD
16	Outcome	Number of dispositions by trial verdicts	TBD
17	Outcome	Number of dispositions by pleas	TBD
18	Outcome	Number of dispositions by non trial	TBD
19	Outcome	Number of dispositions by otherwise	TBD
20	Outcome	Percent of dispositions by trial verdicts	See individual State Attorney

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No.	Measure Type	Performance Measure	2001-02 Standard
21	Outcome	Percent of dispositions pleas	See individual State Attorney
22	Outcome	Percent of dispositions by non trial	See individual State Attorney
23	Outcome	Percent of dispositions by otherwise	See individual State Attorney
24	Outcome	Number of Baker Act hearings in which the recommendation of the state attorney was supported by the court	TBD
25	Outcome	Number of cases in which restitution was recommended and ordered	TBD
26	Outcome	Percent of cases in which restitution was recommended and ordered	TBD
27	Outcome	Number of substantiated Bar grievances filed annually	TBD
28	Outcome	Percent of substantiated Bar grievances filed annually	TBD
29	Outcome	Number of cases in which child support was requested and ordered	TBD
30	Outcome	Percent of cases in which child support was requested and ordered	TBD
31	Outcome	Annual attorney turnover rates	See individual State Attorney
32	Output	Number of misdemeanor criminal case referrals	See individual State Attorney
33	Output	Number of felony criminal case referrals	See individual State Attorney
34	Output	Number of juvenile criminal case referrals	See individual State Attorney
35	Output	Number of misdemeanor filings	TBD
36	Output	Number of felony filings	TBD
37	Output	Number of juvenile filings	TBD
38	Output	Average number of misdemeanor referrals per attorney	TBD
39	Output	Average number of felony referrals per attorney	TBD
40	Output	Average number of juvenile referrals per attorney	TBD
41	Output	Average number of misdemeanor filings per attorney	TBD
42	Output	Average number of felony filings per attorney	TBD
43	Output	Average number of juvenile filings per attorney	TBD
44	Output	Number of victims contacted	TBD
45	Output	Number of witnesses contacted	TBD
46	Output	Number of restitution actions for victims	TBD
47	Output	Number of child welfare referrals received and acted upon	TBD
48	Output	Percent of child welfare referrals received and acted upon	TBD
49	Output	Number of post conviction relief responses	TBD
50	Output	Number of Habeas Corpus responses	TBD
51	Output	Number of child support enforcement referrals handled	TBD

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
52	Output	Number of sexual predator civil commitment proceedings	TBD
53	Output	Number of truancy interventions	TBD
54	Output	Number of citizen dispute mediations	TBD
55	Output	Number of worthless check diversions	TBD
56	Output	Number of domestic violence diversions	TBD
57	Output	Number of statutory pretrial interventions	TBD
58	Output	Number of cases referred to drug court	TBD
59	Output	Number of public records requests	TBD
60	Output	Number of bond validations	TBD
61	Output	Number of expungements	TBD
62	Output	Number of forfeitures	TBD
63	Output	Number of Baker Act hearings	TBD
64	Output	Number of bond estreatures	TBD
		State Attorney - First Judicial Circuit	
65	Outcome	Percent of dispositions by trial verdicts	1.4%
66	Outcome	Percent of dispositions pleas	50.6%
67	Outcome	Percent of dispositions by non trial	4.2%
68	Outcome	Percent of dispositions by otherwise	43.8%
69	Outcome	Annual attorney turnover rates	16.5%
70	Output	Number of misdemeanor criminal case referrals	46,007
71	Output	Number of felony criminal case referrals	14,424
72	Output	Number of juvenile criminal case referrals	9,141
		State Attorney - Second Judicial Circuit	
73	Outcome	Percent of dispositions by trial verdicts	2.0%
74	Outcome	Percent of dispositions pleas	1.0%
75	Outcome	Percent of dispositions by non trial	56.0%
76	Outcome	Percent of dispositions by otherwise	41.0%
77	Outcome	Annual attorney turnover rates	26.0%
78	Output	Number of misdemeanor criminal case referrals	17,400
79	Output	Number of felony criminal case referrals	8,963
80	Output	Number of juvenile criminal case referrals	3,083
		State Attorney - Third Judicial Circuit	
81	Outcome	Percent of dispositions by trial verdicts	3.6%
82	Outcome	Percent of dispositions pleas	65.5%
83	Outcome	Percent of dispositions by non trial	19.7%
84	Outcome	Percent of dispositions by otherwise	26.7%
85	Outcome	Annual attorney turnover rates	20.0%
86	Output	Number of misdemeanor criminal case referrals	13,172
87	Output	Number of felony criminal case referrals	6,840
88	Output	Number of juvenile criminal case referrals	2,403

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
		State Attorney - Fourth Judicial Circuit	
89	Outcome	Percent of dispositions by trial verdicts	1.0%
90	Outcome	Percent of dispositions pleas	52.0%
91	Outcome	Percent of dispositions by non trial	15.0%
92	Outcome	Percent of dispositions by otherwise	32.0%
93	Outcome	Annual attorney turnover rates	16.5%
94	Output	Number of misdemeanor criminal case referrals	103,435
95	Output	Number of felony criminal case referrals	27,773
96	Output	Number of juvenile criminal case referrals	12,271
		State Attorney - Fifth Judicial Circuit	
97	Outcome	Percent of dispositions by trial verdicts	1.3%
98	Outcome	Percent of dispositions pleas	49.9%
99	Outcome	Percent of dispositions by non trial	3.4%
100	Outcome	Percent of dispositions by otherwise	45.5%
101	Outcome	Annual attorney turnover rates	9.0%
102	Output	Number of misdemeanor criminal case referrals	31,965
103	Output	Number of felony criminal case referrals	33,134
104	Output	Number of juvenile criminal case referrals	8,642
		State Attorney - Sixth Judicial Circuit	
105	Outcome	Percent of dispositions by trial verdicts	1.2%
106	Outcome	Percent of dispositions pleas	60.0%
107	Outcome	Percent of dispositions by non trial	2.5%
108	Outcome	Percent of dispositions by otherwise	36.3%
109	Outcome	Annual attorney turnover rates	11.3%
110	Output	Number of misdemeanor criminal case referrals	91,325
111	Output	Number of felony criminal case referrals	24,704
112	Output	Number of juvenile criminal case referrals	12,683
		State Attorney - Seventh Judicial Circuit	
113	Outcome	Percent of dispositions by trial verdicts	6.0%
114	Outcome	Percent of dispositions pleas	TBD
115	Outcome	Percent of dispositions by non trial	92.0%
116	Outcome	Percent of dispositions by otherwise	TBD
117	Outcome	Annual attorney turnover rates	7.5%
118	Output	Number of misdemeanor criminal case referrals	75,337
119	Output	Number of felony criminal case referrals	18,174
120	Output	Number of juvenile criminal case referrals	10,980
		State Attorney - Eighth Judicial Circuit	
121	Outcome	Percent of dispositions by trial verdicts	0.7%
122	Outcome	Percent of dispositions pleas	27.2%
123	Outcome	Percent of dispositions by non trial	45.1%

**Senate Approved Agency Performance
Measures and Standards for
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No.	Measure Type	Performance Measure	2001-02 Standard
124	Outcome	Percent of dispositions by otherwise	27.1%
125	Outcome	Annual attorney turnover rates	11.3%
126	Output	Number of misdemeanor criminal case referrals	21,424
127	Output	Number of felony criminal case referrals	9,372
128	Output	Number of juvenile criminal case referrals	3,760
		State Attorney - Ninth Judicial Circuit	
129	Outcome	Percent of dispositions by trial verdicts	0.9%
130	Outcome	Percent of dispositions pleas	54.0%
131	Outcome	Percent of dispositions by non trial	9.4%
132	Outcome	Percent of dispositions by otherwise	35.6%
133	Outcome	Annual attorney turnover rates	20.9%
134	Output	Number of misdemeanor criminal case referrals	49,605
135	Output	Number of felony criminal case referrals	31,773
136	Output	Number of juvenile criminal case referrals	14,801
		State Attorney - Tenth Judicial Circuit	
137	Outcome	Percent of dispositions by trial verdicts	1.1%
138	Outcome	Percent of dispositions pleas	52.3%
139	Outcome	Percent of dispositions by non trial	3.2%
140	Outcome	Percent of dispositions by otherwise	43.4%
141	Outcome	Annual attorney turnover rates	16.4%
142	Output	Number of misdemeanor criminal case referrals	53,980
143	Output	Number of felony criminal case referrals	21,130
144	Output	Number of juvenile criminal case referrals	7,178
		State Attorney - Eleventh Judicial Circuit	
145	Outcome	Percent of dispositions by trial verdicts	1.1%
146	Outcome	Percent of dispositions pleas	41.0%
147	Outcome	Percent of dispositions by non trial	24.7%
148	Outcome	Percent of dispositions by otherwise	33.3%
149	Outcome	Annual attorney turnover rates	13.0%
150	Output	Number of misdemeanor criminal case referrals	171,969
151	Output	Number of felony criminal case referrals	75,342
152	Output	Number of juvenile criminal case referrals	17,833
		State Attorney - Twelfth Judicial Circuit	
153	Outcome	Percent of dispositions by trial verdicts	2.0%
154	Outcome	Percent of dispositions pleas	58.0%
155	Outcome	Percent of dispositions by non trial	3.5%
156	Outcome	Percent of dispositions by otherwise	36.5%
157	Outcome	Annual attorney turnover rates	19.0%
158	Output	Number of misdemeanor criminal case referrals	25,860
159	Output	Number of felony criminal case referrals	14,002

**Senate Approved Agency Performance
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Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
160	Output	Number of juvenile criminal case referrals	5,528
		State Attorney - Thirteenth Judicial Circuit	
161	Outcome	Percent of dispositions by trial verdicts	2.6%
162	Outcome	Percent of dispositions pleas	56.8%
163	Outcome	Percent of dispositions by non trial	6.5%
164	Outcome	Percent of dispositions by otherwise	34.1%
165	Outcome	Annual attorney turnover rates	22.0%
166	Output	Number of misdemeanor criminal case referrals	56,323
167	Output	Number of felony criminal case referrals	34,690
168	Output	Number of juvenile criminal case referrals	14,018
		State Attorney - Fourteenth Judicial Circuit	
169	Outcome	Percent of dispositions by trial verdicts	0.4%
170	Outcome	Percent of dispositions pleas	0%
171	Outcome	Percent of dispositions by non trial	99.6%
172	Outcome	Percent of dispositions by otherwise	0%
173	Outcome	Annual attorney turnover rates	23.0%
174	Output	Number of misdemeanor criminal case referrals	43,250
175	Output	Number of felony criminal case referrals	9,427
176	Output	Number of juvenile criminal case referrals	4,560
		State Attorney - Fifteenth Judicial Circuit	
177	Outcome	Percent of dispositions by trial verdicts	4.5%
178	Outcome	Percent of dispositions pleas	55.0%
179	Outcome	Percent of dispositions by non trial	24.7%
180	Outcome	Percent of dispositions by otherwise	15.8%
181	Outcome	Annual attorney turnover rates	16.0%
182	Output	Number of misdemeanor criminal case referrals	11,671
183	Output	Number of felony criminal case referrals	12,539
184	Output	Number of juvenile criminal case referrals	6,991
		State Attorney - Sixteenth Judicial Circuit	
185	Outcome	Percent of dispositions by trial verdicts	2.0%
186	Outcome	Percent of dispositions pleas	0%
187	Outcome	Percent of dispositions by non trial	98.0%
188	Outcome	Percent of dispositions by otherwise	0%
189	Outcome	Annual attorney turnover rates	11.0%
190	Output	Number of misdemeanor criminal case referrals	7,517
191	Output	Number of felony criminal case referrals	4,125
192	Output	Number of juvenile criminal case referrals	1,920
		State Attorney - Seventeenth Judicial Circuit	
193	Outcome	Percent of dispositions by trial verdicts	3.0%
194	Outcome	Percent of dispositions pleas	67.0%

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Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
195	Outcome	Percent of dispositions by non trial	5.0%
196	Outcome	Percent of dispositions by otherwise	25.0%
197	Outcome	Annual attorney turnover rates	17.7%
198	Output	Number of misdemeanor criminal case referrals	96,102
199	Output	Number of felony criminal case referrals	39,939
200	Output	Number of juvenile criminal case referrals	16,613
		State Attorney - Eighteenth Judicial Circuit	
201	Outcome	Percent of dispositions by trial verdicts	1.8%
202	Outcome	Percent of dispositions pleas	58.6%
203	Outcome	Percent of dispositions by non trial	3.8%
204	Outcome	Percent of dispositions by otherwise	35.7%
205	Outcome	Annual attorney turnover rates	25.0%
206	Output	Number of misdemeanor criminal case referrals	42,616
207	Output	Number of felony criminal case referrals	17,246
208	Output	Number of juvenile criminal case referrals	10,497
		State Attorney - Nineteenth Judicial Circuit	
209	Outcome	Percent of dispositions by trial verdicts	1.5%
210	Outcome	Percent of dispositions pleas	56.5%
211	Outcome	Percent of dispositions by non trial	9.0%
212	Outcome	Percent of dispositions by otherwise	33.0%
213	Outcome	Annual attorney turnover rates	22.0%
214	Output	Number of misdemeanor criminal case referrals	23,206
215	Output	Number of felony criminal case referrals	11,428
216	Output	Number of juvenile criminal case referrals	4,816
		State Attorney - Twentieth Judicial Circuit	
217	Outcome	Percent of dispositions by trial verdicts	1.2%
218	Outcome	Percent of dispositions pleas	7.1%
219	Outcome	Percent of dispositions by non trial	65.1%
220	Outcome	Percent of dispositions by otherwise	26.6%
221	Outcome	Annual attorney turnover rates	36.0%
222	Output	Number of misdemeanor criminal case referrals	45,414
223	Output	Number of felony criminal case referrals	18,214
224	Output	Number of juvenile criminal case referrals	10,566
		Public Defender Trial	
		For Each Public Defender - Trial	
225	Outcome	Percent of indigent defendants, unable to receive legal defense from other sources, that are provided criminal legal defense by Public Defender	100.0%
226	Outcome	Percent of public defender clients in custody contacted within 72 hours after appointment.	90.0%

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No.	Measure Type	Performance Measure	2001-02 Standard
227	Outcome	Number of felony and misdemeanor cases resolved within speedy trial rule unless dismissed.	TBD
228	Outcome	Percent of felony and misdemeanor cases resolved within speedy trial rule unless dismissed.	90%
229	Outcome	Number of substantiated Bar grievances filed annually	TBD
230	Outcome	Percent of substantiated Bar grievances filed annually	0%
231	Outcome	Annual attorney turnover rates	See individual Public Defenders
232	Output	Number of cases investigated	See individual Public Defenders
233	Output	Number of appointed cases	See individual Public Defenders
234	Output	Number of criminal cases closed	TBD
235	Output	Number of civil cases closed	TBD
236	Output	Number of pleas	TBD
237	Output	Number of trials	TBD
238	Output	Number of cases nolle prossed or dismissed	TBD
239	Output	Number of clients represented	TBD
240	Output	Number of violation of probation hearings	TBD
241	Output	Number of conflict hearings	TBD
242	Output	Number of initial interviews for assigned cases	TBD
		Public Defender Trial - First Judicial Circuit	
243	Outcome	Annual attorney turnover rates	9.0%
244	Output	Number of cases investigated	39,682
245	Output	Number of appointed cases	39,682
		Public Defender Trial - Second Judicial Circuit	
246	Outcome	Annual attorney turnover rates	9.0%
247	Output	Number of cases investigated	20,844
248	Output	Number of appointed cases	20,844
		Public Defender Trial - Third Judicial Circuit	
249	Outcome	Annual attorney turnover rates	19.0%
250	Output	Number of cases investigated	8,184
251	Output	Number of appointed cases	8,184
		Public Defender Trial - Fourth Judicial Circuit	
252	Outcome	Annual attorney turnover rates	12.0%
253	Output	Number of cases investigated	33,974
254	Output	Number of appointed cases	33,974
		Public Defender Trial - Fifth Judicial Circuit	
255	Outcome	Annual attorney turnover rates	9.0%

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No.	Measure Type	Performance Measure	2001-02 Standard
256	Output	Number of cases investigated	22,451
257	Output	Number of appointed cases	22,451
		Public Defender Trial - Sixth Judicial Circuit	
258	Outcome	Annual attorney turnover rates	8.0%
259	Output	Number of cases investigated	66,928
260	Output	Number of appointed cases	66,928
		Public Defender Trial - Seventh Judicial Circuit	
261	Outcome	Annual attorney turnover rates	10.0%
262	Output	Number of cases investigated	29,095
263	Output	Number of appointed cases	29,095
		Public Defender Trial - Eighth Judicial Circuit	
264	Outcome	Annual attorney turnover rates	9.0%
265	Output	Number of cases investigated	20,618
266	Output	Number of appointed cases	20,618
		Public Defender Trial - Ninth Judicial Circuit	
267	Outcome	Annual attorney turnover rates	12.0%
268	Output	Number of cases investigated	41,897
269	Output	Number of appointed cases	41,897
		Public Defender Trial - Tenth Judicial Circuit	
270	Outcome	Annual attorney turnover rates	15.0%
271	Output	Number of cases investigated	28,423
272	Output	Number of appointed cases	28,423
		Public Defender Trial - Eleventh Judicial Circuit	
273	Outcome	Annual attorney turnover rates	9.0%
274	Output	Number of cases investigated	98,669
275	Output	Number of appointed cases	98,669
		Public Defender Trial - Twelfth Judicial Circuit	
276	Outcome	Annual attorney turnover rates	18.4%
277	Output	Number of cases investigated	25,829
278	Output	Number of appointed cases	25,829
		Public Defender Trial - Thirteenth Judicial Circuit	
279	Outcome	Annual attorney turnover rates	16.0%
280	Output	Number of cases investigated	2,918
281	Output	Number of appointed cases	68,821
		Public Defender Trial - Fourteenth Judicial Circuit	
282	Outcome	Annual attorney turnover rates	9.0%
283	Output	Number of cases investigated	20,849
284	Output	Number of appointed cases	20,849
		Public Defender Trial - Fifteenth Judicial Circuit	
285	Outcome	Annual attorney turnover rates	10.0%

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
286	Output	Number of cases investigated	74,838
287	Output	Number of appointed cases	74,838
		Public Defender Trial - Sixteenth Judicial Circuit	
288	Outcome	Annual attorney turnover rates	22.0%
289	Output	Number of cases investigated	6,596
290	Output	Number of appointed cases	6,596
		Public Defender Trial - Seventeenth Judicial Circuit	
291	Outcome	Annual attorney turnover rates	8.0%
292	Output	Number of cases investigated	75,020
293	Output	Number of appointed cases	75,020
		Public Defender Trial - Eighteenth Judicial Circuit	
294	Outcome	Annual attorney turnover rates	17.0%
295	Output	Number of cases investigated	27,179
296	Output	Number of appointed cases	27,179
		Public Defender Trial - Nineteenth Judicial Circuit	
297	Outcome	Annual attorney turnover rates	25.0%
298	Output	Number of cases investigated	17,954
299	Output	Number of appointed cases	TBD
		Public Defender Trial - Twentieth Judicial Circuit	
300	Outcome	Annual attorney turnover rates	15.0%
301	Output	Number of cases investigated	20,452
302	Output	Number of appointed cases	20,452
		Public Defender Appellate	
		Second Judicial Circuit	
303	Outcome	Percentage of appeals resolved.	91.0%
304	Outcome	Percent of appointed appellate litigation cases for indigent defendants convicted of a felony crime that the Public Defender actually represents	100.0%
305	Outcome	Number of substantiated Bar grievances filed annually	TBD
306	Outcome	Percent of substantiated Bar grievances filed annually	TBD
307	Outcome	Annual attorney turnover rates	4.0%
308	Output	Number of cases investigated	0
309	Output	Number of appointed cases	1,168
310	Output	Number of clients represented	TBD
311	Output	Number of briefs filed	TBD
312	Output	Number of writs filed	TBD
313	Output	Number of cases closed	TBD
		Seventh Judicial Circuit	
314	Outcome	Percentage of appeals resolved.	91.0%

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No.	Measure Type	Performance Measure	2001-02 Standard
315	Outcome	Percent of appointed appellate litigation cases for indigent defendants convicted of a felony crime that the Public Defender actually represents	100.0%
316	Outcome	Number of substantiated Bar grievances filed annually	TBD
317	Outcome	Percent of substantiated Bar grievances filed annually	0%
318	Outcome	Annual attorney turnover rates	9.0%
319	Output	Number of cases investigated	0
320	Output	Number of appointed cases	1,368
321	Output	Number of clients represented	TBD
322	Output	Number of briefs filed	TBD
323	Output	Number of writs filed	TBD
324	Output	Number of cases closed	TBD
		Tenth Judicial Circuit	
325	Outcome	Percentage of appeals resolved.	91.0%
326	Outcome	Percent of appointed appellate litigation cases for indigent defendants convicted of a felony crime that the Public Defender actually represents	100.0%
327	Outcome	Number of substantiated Bar grievances filed annually	TBD
328	Outcome	Percent of substantiated Bar grievances filed annually	0%
329	Outcome	Annual attorney turnover rates	3.5%
330	Output	Number of cases investigated	0
331	Output	Number of appointed cases	1,990
332	Output	Number of clients represented	TBD
333	Output	Number of briefs filed	TBD
334	Output	Number of writs filed	TBD
335	Output	Number of cases closed	TBD
		Eleventh Judicial Circuit	
336	Outcome	Percentage of appeals resolved.	50.0%
337	Outcome	Percent of appointed appellate litigation cases for indigent defendants convicted of a felony crime that the Public Defender actually represents	100.0%
338	Outcome	Number of substantiated Bar grievances filed annually	TBD
339	Outcome	Percent of substantiated Bar grievances filed annually	0%
340	Outcome	Annual attorney turnover rates	0%
341	Output	Number of cases investigated	0
342	Output	Number of appointed cases	623
343	Output	Number of clients represented	TBD
344	Output	Number of briefs filed	TBD
345	Output	Number of writs filed	TBD
346	Output	Number of cases closed	TBD

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No.	Measure Type	Performance Measure	2001-02 Standard
Fifteenth Judicial Circuit			
347	Outcome	Percentage of appeals resolved.	91.0%
348	Outcome	Percent of appointed appellate litigation cases for indigent defendants convicted of a felony crime that the Public Defender actually represents	100.0%
349	Outcome	Number of substantiated Bar grievances filed annually	TBD
350	Outcome	Percent of substantiated Bar grievances filed annually	0%
351	Outcome	Annual attorney turnover rates	5%
352	Output	Number of cases investigated	1,326
353	Output	Number of appointed cases	1,326
354	Output	Number of clients represented	TBD
355	Output	Number of briefs filed	TBD
356	Output	Number of writs filed	TBD
357	Output	Number of cases closed	TBD
Capital Collateral Regional Councils			
Middle Region			
358	Outcome	Percentage of cases in which post-conviction motion, post-conviction appeal, federal habeas corpus motion or federal appeal is timely filed, without extension.	50.0%
359	Outcome	Number of decisions by the court to release a death row inmate	TBD
360	Outcome	Number of new trials granted to death row inmates	TBD
361	Outcome	Number of new sentencing hearings granted	TBD
362	Outcome	Number of other appeals granted	TBD
363	Outcome	Percent of substantiated Bar grievances filed annually	TBD
364	Outcome	Annual attorney turnover rates	TBD
365	Outcome	Number of decisions by the court to release death row inmates	TBD
366	Outcome	Number of new trials granted to death row inmates	TBD
367	Outcome	Number of new sentencing hearings granted	TBD
368	Outcome	Number of other appeals granted	TBD
369	Output	Number of death row cases investigated	77
370	Output	Average Number of hours per death row case investigated	TBD
371	Output	Average Number of hours per public records analysis	TBD
372	Output	Number of formal legal and background death row case record analyses made	TBD
373	Output	Number of witnesses and experts interviewed	TBD
374	Output	Number of death row case requests for public records made	77
375	Output	Number of death penalty inmate contacts made	TBD
376	Output	Average Number of hours per inmate contact made	TBD
377	Output	Number of evidentiary hearings which are authorized by statute	TBD
378	Output	Number of appellate actions which are authorized by statute	TBD

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No.	Measure Type	Performance Measure	2001-02 Standard
379	Output	Average Number of hours per evidentiary hearing	TBD
380	Output	Average Number of hours per appellate action	TBD
381	Output	Number of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
382	Output	Percent of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
383	Output	Number of requested extensions of time granted following court considerations	TBD
384	Output	Percent of requested extensions of time granted following court considerations	TBD
385	Output	Number of CCRC court issues not ruled on by the courts due to strength of at least one issue.	TBD
386	Output	Number of issues raised by CCRC that are summarily dismissed by the courts or, if formally considered by the courts, ruled to be procedurally barred or without merit.	TBD
387	Output	Percent of issues raised by CCRC that are summarily dismissed by the courts or, if formally considered by the courts, ruled to be procedurally barred or without merit.	TBD
388	Output	Number of post-conviction actions which contain a request by the CCRC for the court to grant leave to amend a post-conviction action.	TBD
		Middle Region	
389	Outcome	Percentage of cases in which post-conviction motion, post-conviction appeal, federal habeas corpus motion or federal appeal is timely filed, without extension.	50.0%
390	Outcome	Number of decisions by the court to release a death row inmate	TBD
391	Outcome	Number of new trials granted to death row inmates	TBD
392	Outcome	Number of new sentencing hearings granted	TBD
393	Outcome	Number of other appeals granted	TBD
394	Outcome	Percent of substantiated Bar grievances filed annually	TBD
395	Outcome	Annual attorney turnover rates	TBD
396	Outcome	Number of decisions by the court to release death row inmates	TBD
397	Outcome	Number of new trials granted to death row inmates	TBD
398	Outcome	Number of new sentencing hearings granted	TBD
399	Outcome	Number of other appeals granted	TBD
400	Output	Number of death row cases investigated	68
401	Output	Average Number of hours per death row case investigated	TBD
402	Output	Average Number of hours per public records analysis	TBD
403	Output	Number of formal legal and background death row case record analyses made	TBD

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No.	Measure Type	Performance Measure	2001-02 Standard
404	Output	Number of witnesses and experts interviewed	TBD
405	Output	Number of death row case requests for public records made	90
406	Output	Number of death penalty inmate contacts made	TBD
407	Output	Average Number of hours per inmate contact made	TBD
408	Output	Number of evidentiary hearings which are authorized by statute	TBD
409	Output	Number of appellate actions which are authorized by statute	TBD
410	Output	Average Number of hours per evidentiary hearing	TBD
411	Output	Average Number of hours per appellate action	TBD
412	Output	Number of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
413	Output	Percent of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
414	Output	Number of requested extensions of time granted following court considerations	TBD
415	Output	Percent of requested extensions of time granted following court considerations	TBD
416	Output	Number of CCRC court issues not ruled on by the courts due to strength of at least one issue.	TBD
417	Output	Number of issues raised by CCRC that are summarily dismissed by the courts or, if formally considered by the courts, ruled to be procedurally barred or without merit.	TBD
418	Output	Percent of issues raised by CCRC that are summarily dismissed by the courts or, if formally considered by the courts, ruled to be procedurally barred or without merit.	TBD
419	Output	Number of post-conviction actions which contain a request by the CCRC for the court to grant leave to amend a post-conviction action.	TBD
		South Region	
420	Outcome	Percentage of cases in which post-conviction motion, post-conviction appeal, federal habeas corpus motion or federal appeal is timely filed, without extension.	50.0%
421	Outcome	Number of decisions by the court to release a death row inmate	TBD
422	Outcome	Number of new trials granted to death row inmates	TBD
423	Outcome	Number of new sentencing hearings granted	TBD
424	Outcome	Number of other appeals granted	TBD
425	Outcome	Percent of substantiated Bar grievances filed annually	TBD
426	Outcome	Annual attorney turnover rates	TBD
427	Outcome	Number of decisions by the court to release death row inmates	TBD
428	Outcome	Number of new trials granted to death row inmates	TBD
429	Outcome	Number of new sentencing hearings granted	TBD

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No.	Measure Type	Performance Measure	2001-02 Standard
430	Outcome	Number of other appeals granted	TBD
431	Output	Number of death row cases investigated	57
432	Output	Average Number of hours per death row case investigated	TBD
433	Output	Average Number of hours per public records analysis	TBD
434	Output	Number of formal legal and background death row case record analyses made	TBD
435	Output	Number of witnesses and experts interviewed	TBD
436	Output	Number of death row case requests for public records made	76
437	Output	Number of death penalty inmate contacts made	TBD
438	Output	Average Number of hours per inmate contact made	TBD
439	Output	Number of evidentiary hearings which are authorized by statute	TBD
440	Output	Number of appellate actions which are authorized by statute	TBD
441	Output	Average Number of hours per evidentiary hearing	TBD
442	Output	Average Number of hours per appellate action	TBD
443	Output	Number of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
444	Output	Percent of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
445	Output	Number of requested extensions of time granted following court considerations	TBD
446	Output	Percent of requested extensions of time granted following court considerations	TBD
447	Output	Number of CCRC court issues not ruled on by the courts due to strength of at least one issue.	TBD
448	Output	Number of issues raised by CCRC that are summarily dismissed by the courts or, if formally considered by the courts, ruled to be procedurally barred or without merit.	TBD
449	Output	Percent of issues raised by CCRC that are summarily dismissed by the courts or, if formally considered by the courts, ruled to be procedurally barred or without merit.	TBD
450	Output	Number of post-conviction actions which contain a request by the CCRC for the court to grant leave to amend a post-conviction action.	TBD

Department of Juvenile Justice Juvenile Detention Program

No.	Measure Type	Performance Measure	2001-02 Standard
		Detention Centers	
1	Outcome	Number of escapes from secure detention facilities	0.00
2	Outcome	Number of batteries per every 1,000 youth served daily in secure detention - Youth on youth	0.10
3	Outcome	Number of batteries per every 1,000 youth served daily in secure detention - Youth on staff	0.17
4	Outcome	Percentage of youth who remain crime free while in secure	98.0%
5	Output	Average daily population for secure detention	2,388
6	Output	Number of admissions to secure detention facilities	63,699
		Home Detention	
7	Outcome	Percentage of successful completions without committing a new law or contract violation, failure to appear, an abscond, or contempt of court.	75.0%
8	Output	Number of admissions into home detention.	39,427
9	Output	Average daily population for home detention	2,462

Residential Corrections Program

		Non-Secure Residential Commitment	
10	Outcome	Percentage of youth who remain crime free one year after release.	56.0%
11	Outcome	Number of escapes from residential commitment programs	TBD
12	Outcome	Number of youth-on-youth batteries per 1,000 youth average daily population.	0.15
13	Outcome	Number of youth-on-staff batteries per 1,000 youth average daily population.	0.08
14	Outcome	Total number of youth served in residential commitment.	13,408
15	Outcome	Average daily population of youth served in residential commitment.	7,883
16	Output	Number of residential commitment beds on line.	8,229
17	Output	Number of youth receiving substance abuse treatment	7,680
		Secure Residential Commitment	
18	Outcome	Percentage of youth who remain crime free one year after release.	57.0%
19	Outcome	Number of escapes from residential commitment programs	0
20	Outcome	Number of youth-on-youth batteries per 1,000 youth average daily population.	0.29
21	Outcome	Number of youth-on-staff batteries per 1,000 youth average daily population.	0.26
22	Output	Total number of youth served in residential commitment.	6,756

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No.	Measure Type	Performance Measure	2001-02 Standard
23	Output	Average daily population of youth served in residential commitment.	7,883
24	Output	Number of residential commitment beds on line.	8,229
25	Output	Number of youth receiving substance abuse treatment	7,680
		Secure & Non-Secure Residential Commitment	
26	Outcome	Percentage of residential commitment program reviews conducted by Quality Assurance, which indicate satisfactory or higher ratings on overall quality (calendar year)	82%
27	Outcome	Total collections of statutorily mandated maintenance fees	TBD

Probation and Community Corrections Program

		Aftercare Services - Conditional Release	
28	Outcome	Percentage of youth who remain crime free during conditional release supervision.	67.0%
29	Outcome	Percentage of youth who remain crime free one year after release from conditional release.	60.0%
30	Output	Number of youth under conditional release supervision	4,965
		Juvenile Probation	
31	Outcome	Percentage of youth who remain crime free one year after release from probation.	80.0%
32	Outcome	Average time in days to make recommendations to the State Attorney once the law enforcement report is received	9
33	Output	Number of youth under probation supervision	30,320
34	Output	Youth received at intake	111,086
35	Output	Average annual community supervision caseload.	40:1
36	Output	Average annual intake and assessment caseload.	348
		Non-Residential Delinquency Rehabilitation	
37	Outcome	Percentage of youth who remain crime free one year after release from non-residential commitment.	69.0%
38	Output	Number of youth receiving non-residential delinquency rehabilitation services	47,844

Prevention and Victim Services

		Delinquency Prevention and Diversion	
39	Outcome	Percentage of youth who remain crime free six months after completing prevention programs.	85.0%
40	Output	Number of youth served through a prevention program	58,893
41	Output	Number of youth served through delinquency prevention activities.	45,299

**Office of the Secretary/Assistant Secretary for
Administrative Services**

		Executive Direction and Support Services	
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**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
42	Outcome	Administrative support costs as a percent of total agency costs	3.7%
43	Outcome	Administrative support positions as a percent of total agency positions	5.4%
		Information Technology	
44	Outcome	Timeliness of processing information requests for juvenile offender criminal history reports	38 sec.

**Department of Law Enforcement
Criminal Justice Investigations and Forensic Science
Program**

No.	Measure Type	Performance Measure	2001-02 Standard
Crime Laboratory Service			
1	Outcome	Number of lab service requests completed	73,112
2	Outcome	Percent of lab service requests completed	95.0%
	Outcome	Average number of days to complete lab service requests by lab discipline	
3	Outcome	Toxicology	44
4	Outcome	Chemistry	35
5	Outcome	Crime Scene	40
6	Outcome	Firearms	135
7	Outcome	Documents	59
8	Outcome	Automated Fingerprint Identification System (AFIS)	56
9	Outcome	Latents	65
10	Outcome	Serology/DNA	111
11	Outcome	Computer Evidence Recovery (CER)	123
12	Outcome	Microanalysis	118
13	Output	Number of crime scenes processed	600
14	Output	Number of DNA samples added to DNA database	24,000
Investigation Service			
15	Outcome	Percentage of closed criminal investigations resolved	87%
16	Outcome	Number of closed criminal investigations resolved	1,069
	Outcome	Criminal investigations closed resulting in an arrest	
17	Outcome	Number	826
18	Outcome	Percentage	67%
19	Output	Number of criminal investigations worked	2,964
20	Output	Number of criminal investigations closed	1,353
21	Output	Percentage of criminal investigations closed	47.5%
22	Output	Number of short-term investigative assists worked	3,472
Mutual Aid and Prevention Service			
23	Outcome	Percentage of customers who found FDLE's emergency preparedness and response efforts useful	95%
24	Output	Number of dignitaries provided with FDLE protective services	52

Criminal Justice Information Program

Network Service			
25	Outcome	Percentage of responses from FCIC hot files that contain substantive information within defined timeframes.	96%
26	Outcome	Percentage of time FCIC is running and accessible	99.5%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
27	Outcome	Percentage response to criminal history record check customers within defined timeframes	92%
28	Output	Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	85%
29	Output	Number of FCIC work stations networked	30,000
		Prevention and Crime Information Service	
30	Outcome	Percentage of criminal history information records compiled accurately	89%
31	Output	Number of responses to requests for criminal history record checks	1.6M
32	Output	Number of registered sexual predators/offenders identified to the public	19,774
33	Output	Number of missing children cases worked through MCIC	643
34	Output	Number of arrest/identification records created and maintained	6.6M

Criminal Justice Professionalism Program

		Law Enforcement Standards Compliance Service	
35	Outcome	Percentage of training schools in compliance with standards	100%
36	Output	Number of breath-testing instruments inspected	421
37	Output	Number of records audited to validate the accuracy and completeness of ATMS2 record information	5,000
38	Output	Number of program and financial compliance audits performed	2,000
39	Output	Number of discipline referrals processed for state & local LEOs and CO's and CPOs pursuant to Ch. 120, F.S.	1,500
40	Output	Number of criminal justice officer disciplinary actions	452
		Law Enforcement Training and Certification Service	
41	Outcome	Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	75%
42	Outcome	Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	4,500
43	Output	Number of course curricula and examinations developed or revised	109
44	Output	Number of examinations administered	7,000
45	Output	Number of individuals trained by the Florida Criminal Justice Executive Institute	604
46	Output	Number of law enforcement officers trained by DARE	155

Public Assistance Fraud Program

47	Outcome	Amount of fraudulent benefits withheld as a result of public assistance fraud investigations.	\$27.8M
48	Output	Public assistance fraud investigations conducted	11,268

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
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**Office of the Executive Director & Business Support
Program**

		Executive Direction and Support Services	
49	Outcome	Administrative support costs as a percent of total agency costs	3%
50	Outcome	Administrative support positions as a percent of total agency positions	6%

**Department of Legal Affairs
Office of Attorney General**

Civil Enforcement			
No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Percent of mediated open government cases resolved in 3 weeks or less	70%
2	Outcome	Percent of lemon law cases resolved in less than one year	80%
3	Outcome	Percent of clients expressing satisfaction with civil enforcement legal services	95%
4	Output	Number of open government disputes resolved through mediation	100
5	Output	Percent of open government disputes resolved through mediation	75%
6	Output	Number of active lemon law cases	1,662
7	Output	Number of active antitrust cases	50
8	Output	Ratio of active antitrust cases to number of attorneys	TBD
9	Output	Number of active economic crime cases, including consumer and RICO cases	866
10	Output	Ratio of active economic crime cases to number of attorneys	TBD
11	Output	Number of active Medicaid fraud cases	500
12	Output	Ratio of active Medicaid fraud cases to number of attorneys	TBD
13	Output	Number of active Children's Legal Services (uncontested disposition orders entered) cases	9,803
14	Output	Ratio of active Children's Legal Services cases to number of attorneys	TBD
15	Output	Number of active ethics cases	33
16	Output	Ratio of active ethics cases to number of attorneys	TBD
17	Output	Number of active child support enforcement cases	21,510
18	Output	Ratio of child support enforcement cases to number of attorneys	TBD
19	Output	Number of active civil rights cases	38
20	Output	Ratio of active civil rights cases to number of attorneys	TBD
Constitutional Legal Services			
21	Outcome	Average number of days for opinion response	29
22	Outcome	Percent of clients expressing satisfaction with constitutional legal services	95%
23	Output	Number of opinions issued	300
24	Output	Number of active Solicitor General cases	91
Criminal and Civil Litigation Defense			
25	Outcome	Percent of clients expressing satisfaction with criminal and civil legal defense services	95%
26	Outcome	Percent of state agencies contracting with the Office of the Attorney General for all outside legal services	30%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
27	Output	Number of active capital criminal cases	200
28	Output	Ratio of active capital criminal cases to number of attorneys	TBD
29	Output	Number of active noncapital cases	17,500
30	Output	Ratio of active noncapital cases to number of attorneys	TBD
31	Output	Number of active sexual predator commitment appeals	220
32	Output	Ratio of active sexual predator commitment appeals to number of attorneys	TBD
33	Output	Number of active eminent domain cases	1,042
34	Output	Ratio of active eminent domain cases to number of attorneys	TBD
35	Output	Number of active tax cases	1,027
36	Output	Ratio of active tax cases to number of attorneys	TBD
37	Output	Number of active civil appellate cases	232
38	Output	Ratio of active civil appellate cases to number of attorneys	TBD
39	Output	Number of active inmate cases	1,277
40	Output	Ratio of active inmate cases to number of attorneys	TBD
41	Output	Number of active state employment cases	163
42	Output	Ratio of active state employment cases to number of attorneys	TBD
43	Output	Number of active tort cases	317
44	Output	Ratio of active tort cases to number of attorneys	TBD
Victim Services			
45	Outcome	Average number of days from application to eligibility determination for victim services	65
46	Outcome	Percent of counties receiving motor vehicle theft grant funds that experienced a reduction in motor vehicle theft incidents below 1994 levels compared to the statewide average (TBD%)	65%
47	Outcome	Average number of workdays from application to payment of victim services claim	40
48	Output	Number of victims served through grants	158,000
49	Output	Number of people attending victims and crime prevention training	5,383
Executive Direction and Support Services			
50	Outcome	Annual attorney turnover rates	14%
51	Outcome	Administrative support costs as a percent of total agency costs	5.8%
52	Outcome	Administrative support positions as a percent of total agency positions	8.6%
53	Outcome	Of eligible attorneys, percent who have attained AV rating, BV rating, and or board certification	70%
54	Outcome	Percentile ranking of average OAG attorney salary as compared to other executive agency attorneys average salaries	60

Statewide Prosecution Program

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
55	Outcome	Of the defendants who reached disposition, the number of those convicted	394
56	Outcome	Conviction rate for defendants who reached final adjudication	90%
57	Outcome	Annual attorney turnover rates	16%
58	Output	Number of law enforcement agencies assisted	119
59	Output	Ratio of requests for assistance to number of intake prosecutors	69:1
60	Output	Ratio of active investigations to number of prosecutors	12:1
61	Output	Ratio of total active filed cases to total number of prosecutors	10:1
62	Output	Total number of active cases, excluding drug cases	798
63	Output	Total number of active drug related multi-circuit organized criminal cases.	144
Florida Election Commission			
64	Outcome	Percentage of cases that are closed within 12 months.	75%
65	Output	Number of election complaints and automatic fine cases	349

**Florida Parole Commission
Parole Commission**

No.	Measure Type	Performance Measure	2001-02 Standard
		Parolees who have successfully completed their supervision without revocation within the first two years:	
1	Outcome	Number	91
2	Outcome	Percentage	90.1%
3	Outcome	Percentage of revocation cases completed within 90 days after final hearing.	96.0%
4	Outcome	Percentage of clemency cases completed within 90 days.	TBD
5	Outcome	Percent of cases placed before the Parole Commission/Clemency Board containing no factual errors	86.0%
6	Output	Number of conditional release cases handled	6,027
7	Output	Number of revocation determinations	3,768
8	Output	Number of Clemency Board decisions supported	3,158
9	Output	Number of Parole Release Decisions	1,724
10	Output	Number of Victims Assisted	8,206

**Department of Agriculture and Consumer Services
Agricultural Economic Development Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Fruits and Vegetables Inspection and Enforcement Service	
1	Outcome	Dollar value of fruit and vegetables that are shipped to other states or countries that are subject to mandatory inspection	\$1,401,260,000
2	Output	Number of tons of fruits and vegetables inspected	14,000,000
		Agricultural Products Marketing Service	
3	Outcome	Total sales of agricultural and seafood products generated by tenants of state farmers markets	\$217,000,000
4	Outcome	Florida agricultural products as a percent of the national market	3.82%
5	Output	Percent of available square feet of State Farmer's Markets leased	TBD
6	Output	Number of buyers reached with agricultural promotion campaign messages	2.1 billion
7	Output	Number of marketing assists provided to producers and businesses	103,700
8	Output	Pounds of federal commodities and recovered food distributed	70,000,000
9	Output	Number of leased square feet at State Farmers' Markets	1,897,000
		Aquaculture Service	
10	Outcome	Shellfish illness reported from Florida shellfish products per 100,000 meals served	0.331
11	Outcome	Percent of shellfish facilities in significant compliance with permit and food safety regulations	80%
12	Output	Number of shellfish processing plant inspections	700
13	Output	Number of shellfish processing plants inspected	110
14	Output	Number of acres tested	1,103,800
15	Output	Number of leases verified for compliance	750
16	Output	Number of bushels or processed shell and live oysters deposited to restore habitat on public oyster reefs	366,760
		Agricultural Inspection Station Service	
17	Outcome	Amount of revenue generated by Bills of Lading transmitted to the Department of Revenue from Agricultural Inspection stations	\$15,812,560
18	Outcome	Percent of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	99.1%
19	Output	Number of vehicles inspected at agricultural inspection stations	11,760,000
20	Output	Number of vehicles inspected at agricultural inspection stations transporting agricultural or regulated commodities	2,645,000
21	Output	Number of Bills of Lading transmitted to the Department of Revenue from agricultural inspection stations	71,800
		Animal Pest and Disease Control Service	

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
22	Outcome	Percent of livestock and poultry infected with specific transmissible diseases for which monitoring, controlling and eradicating activities are established	0.00043%
23	Output	Number of animal site inspections performed	16,650
24	Output	Number of animals tested or vaccinated	770,000
		Plant Pest and Disease Control Service	
25	Outcome	Percent of newly introduced pests and diseases prevented from infesting Florida plants to a level where eradication is biologically or economically unfeasible	80.8%
26	Outcome	Percent of commercial citrus acres free of citrus canker	99.0%
27	Output	Number of plant, fruit fly trap and honeybee inspections performed	3,844,000
28	Output	Number of commercial citrus acres surveyed for citrus canker	560,000
29	Output	Millions of sterile med flies released	3,400
30	Output	Number of acres where plant pest and disease eradication or control efforts were undertaken	20,000
31	Output	Number of plant, soil, insect and other organism samples processed for identification or diagnosis	407,000

Food Safety and Quality Program

		Food Safety Inspection and Enforcement Service	
32	Outcome	Percent of food establishments meeting food safety and sanitation requirements	90.60%
33	Outcome	Percent of food products analyzed that meet standards	91.20%
34	Outcome	Percent of produce or other food samples analyzed that meet pesticide residue standards	97.60%
35	Output	Number of inspections of food establishments and water vending machines	67,000
36	Output	Number of food analyses conducted	40,000
37	Output	Number of pesticide residue analyses conducted	260,000
38		Dairy Facilities Compliance and Enforcement Service	
39	Outcome	Percent of dairy establishments meeting food safety and sanitation requirements	83.8%
40	Outcome	Percent of milk and milk products analyzed that meet standards	92.1%
41	Output	Number of milk and milk product analyses conducted	75,000
42	Output	Number of dairy establishments inspections	2,500

Forest and Resource Protection Program

		Land Management Service	
43	Outcome	Percent of State Forest timber producing acres adequately stocked and growing	35%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
44	Output	Number of acres of state forests and other agency forest lands managed	933,600
45	Output	Number of forest-related technical assists provided to nonindustrial private land owners	39,700
46	Output	Number of state forest visitors served	527,392
47		Wildfire Prevention and Management Service	
48	Outcome	Percent of acres of protected forest and wildlands not burned by wildfires	98.44%
49	Outcome	Percent of threatened structures not burned by wildfires	97.98%
50	Outcome	Percent of wildfires caused by humans	79%
51	Output	Number of wildfires detected and suppressed	4,000
52	Output	Number of acres burned through prescribed burning	2 million
53	Output	Number of acres of forest land protected from wildfires	25,100,000
54	Output	Number of person-hours spent responding to emergency incidents other than wildfires	8,000

Consumer Protection Program

		Agricultural Environmental Services	
55	Outcome	Percent of licensed pest control applicators inspected that are in compliance with regulations	78%
56	Outcome	Percent of feed, seed and fertilizer inspected products in compliance with performance/quality standards	86%
57	Outcome	Percent of licensed pesticide applicators inspected that are in compliance	60%
58	Outcome	Number of reported human/equine disease cases caused by mosquitoes	3/40
59	Output	Number of pest control, feed, seed, fertilizer, and pesticide inspections conducted	17,900
60	Output	Number of people served by mosquito control activities	14,500,000
61	Output	Number of pesticide products registered	14,230
62	Output	Number of pesticide sample determinations made in the pesticide laboratory	36,090
63	Output	Number of pest control businesses and applicators licensed	48,000
64	Output	Number of fertilizer sample determinations	165,500
65	Output	Number of official seed sample determinations performed	40,500
		Consumer Protection Services	
66	Outcome	Percent of regulated entities found operating in compliance of the consumer protection laws	91%
67	Output	Number of lemon law assists made to consumers	30,000
68	Output	Number of complaints investigated/processed relating to all entities regulated by the Division of Consumer Services	22,500

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
69	Output	Number of "no sales solicitation calls" subscriptions processed	200,000
70	Output	Number of registered entities licensed by Division of Consumer Services	36,800
71	Output	Number of assists provided to consumers by the call center	260,000
		Standards and Petroleum Quality Inspection Service	
72	Outcome	Percent of LP Gas facilities found in compliance with safety requirements on first inspection	20%
73	Outcome	Percent of amusement attractions found in full compliance with safety requirements on first inspections	41%
74	Outcome	Percent of regulated weighing and measuring devices, packages, and businesses with scanners in compliance with accuracy standards during initial inspection/testing	96%
75	Outcome	Percent of petroleum products meeting quality standards	99.2%
76	Output	Number of LP Gas facility inspections and reinspections conducted	5,800
77	Output	Number of petroleum field inspections conducted	250,000
78	Output	Number of petroleum samples analyzed	375,000
79	Output	Number of amusement ride safety inspections conducted	9,200
80	Output	Number of weights and measures inspections conducted	64,000
Office of the Commissioner and Division of Administration			
		Agricultural Law Enforcement Service	
81	Outcome	Criminal investigations closure rate	77%
82	Output	Number of law enforcement investigations initiated	1,345
		Agricultural Water Policy Coordination Service	
83	Output	Number of water policy assists provided to agricultural interests	800
84	Output	Percent of agricultural producers implementing BMPs in priority basins or watersheds	16%
85	Output	Number of livestock and other agricultural commodity producers assisted	280
		Executive Direction and Support Services	
86	Outcome	Administrative cost as a percent of total agency costs	6.17%
87	Outcome	Administrative positions as a percent of total agency positions	5.87%

**Department of Community Affairs
Office of the Secretary**

No.	Measure Type	Performance Measure	2001-02 Standard
		Executive Direction and Support Services	
1	Outcome	Percent of agency administration and support costs and positions compared to total agency costs and positions (\$6.4 million and 74 FTE /\$674 m and 357 FTE)	TBD
		Land Management	
2	Outcome	Percent of local government participation in land acquisition programs	16%
3	Outcome	Percent of local government participation in land acquisition programs that acquire open space in urban cores	25
4	Output	Number of land acquisition project applications reviewed	132
5	Output	Number of land acquisition grants awarded	50
6	Output	Number of land acquisition project applications receiving technical assistance	100
7	Output	Number of land acquisition active projects monitored	90
8	Output	Number of land acquisition parcels appraised, negotiated, and closed	450
		Florida Coastal Management	
9	Outcome	Number of local governments participating in coastal management programs to protect, maintain, and develop coastal resources through coordinated management.	230
10	Outcome	Number of improved coastal access sites.	350
11	Output	Number of federal projects reviewed by Florida Coastal Management (FCM) that do not require problem resolution	2550
12	Outcome	Number of federal projects reviewed by FCM that require some problem resolution	1300
13	Output	Number of FCM projects funded	30
14	Output	Number of individuals trained at coastal management forums	315

Community Planning

15	Outcome	Percent of local comprehensive plan amendments determined in compliance with the Growth Management Act	98%
16	Outcome	Percent and number of local governments receiving technical assistance to implement a community planning component or process impacting a community or included in a comprehensive plan that exceeds minimum requirements of chapter 163, Florida Statutes, and Administrative Rule 9J-5.	10%/24
17	Output	Number of new plans reviewed	3
18	Output	Number of plan amendments reviewed	860

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
19	Output	Number of local government evaluation and appraisal reports (EARs) reviewed	15
20	Output	Number of planning grants administered	21
21	Output	Number of technical assistance initiatives undertaken	425
22	Output	Number of plans that adequately address disaster mitigation	45
23	Output	Number of developments of regional impact managed	360
24	Output	Number of Areas of Critical Grants Administered	2
25	Output	Number of area of critical state concern development orders reviewed and final orders issued	8,080

Florida Housing Finance Corporation

26	Outcome	Percent of targeted dollars that are allocated to the targeted population	70%
27	Outcome	Ratio of nonstate funding to state appropriated dollars	2:1
28	Outcome	Percent of units exceeding statutory set-asides	105%
29	Output	Number of applications processed	563
30	Output	Number of affordable housing loans funded	540
31	Output	Number of local governments under compliance monitoring for the State Housing Initiatives Partnership (SHIP) program	115
32	Output	Number of local governments served (SHIP) program (incentive funds)	115
33	Output	Provide executive direction and support services as measured by percent of total program budget	TBD

Housing and Community Development Program

		Affordable Housing/Neighborhood Redevelopment	
34	Outcome	Number of neighborhoods assisted and improved through community development block grant programs, empowerment zone programs, urban infill programs, affordable housing programs, and long-term redevelopment programs.	154
35	Output	Number of jobs created/retained	500
36	Output	Number of grant awards managed	47
37	Output	Number of grant awards managed	29
38	Output	Number of people trained/served	2,240
		Building Code Compliance/Hazard Mitigation	
39	Outcome	Percent of local governments that have a building code program rated at or above a specified level of effectiveness by a recognized rating organization.	74%
40	Output	Number of people trained/served	51,460
41	Output	Number of code amendments promulgated	3,670
42	Output	Number of permits issued for manufactured buildings	28,814

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
43	Output	Number of grant awards managed	48
		Public Service/Energy Initiatives	
44	Outcome	Number of households benefiting from services provided by community services block grant program, Low Income Home Energy Assistance Program, Weatherization Program, and energy programs.	105,930
45	Output	Number of grant awards managed (Weatherization, Utility, and Repair)	66
46	Output	Number of grant awards managed (Community Services)	33
47	Output	Number of grant awards managed (Energy Conservation and Technology Research)	104

Emergency Management Program

		Pre-Disaster Mitigation	
48	Outcome	Number of dollars saved by mitigating repetitive losses.	\$7,000,000
49	Output	Number of pre-disaster mitigation grants awarded	5
50	Output	Number of applicants provided technical assistance (predisaster mitigation)	88
51	Output	Number of communities audited and technical assistance provided (National Flood Insurance Program)	176
52	Output	Number of Flood Mitigation Assistance Program grants awarded	40
		Emergency Planning	
53	Outcome	Percent of counties with an above average capability rating to respond to emergencies	55%
54	Output	Number of hurricane shelter spaces created	80,000
55	Output	Number of applicants provided technical assistance	8,500
56	Output	Number of personnel trained in emergency preparedness	5,679
57	Output	Number of plans, reports, and procedures maintained	40
58	Output	Number of mutual aid signatories maintained	450
59	Output	Number of public hurricane shelters evaluated	150
60	Output	Number of organizations awarded funds	65
61	Output	Number of planning funding applications processed	353
62	Output	Number of Local Grants Administered	161
		Emergency Recovery	
63	Outcome	Average number of months required for communities to completely recover from a disaster.	60 months
64	Output	Number of financial agreements managed (recovery and mitigation)	1,500
65	Output	Number of financial agreements managed (recovery and mitigation)	377
66	Output	Number of projects requiring National Environmental Policy Act review	296
67	Output	Number of post-disaster assessments conducted	150

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
68	Output	Number of outreach team members deployed	400
69	Output	Number of project inspections performed	4,000
		Emergency Response	
70	Outcome	Percent of events in which the affected population is warned within an appropriate timeframe in relation to the disaster/event.	95% W/I 10 minutes
71	Outcome	Percent of events in which the affected population is evacuated within an appropriate timeframe in relation to the disaster/event.	TBD
72	Output	Number of days activated at Level 2 or above	107
73	Output	Number of incidents reported to the State Warning Point	6,379
74	Output	Number of requests for state assistance	360
75	Output	Population covered in NOAA weather radio transmission areas	9,061,485
		Hazardous Materials Compliance Planning	
76	Outcome	Percent of known facilities in compliance with hazardous materials planning programs.	88%
77	Output	Number of organizations awarded funds	44
78	Output	Number of community right-to-know requests fulfilled (hazardous materials)	1,075
79	Output	Number of hazardous materials facility audits completed	175
80	Output	Number of hazardous materials planning financial agreements maintained	46

Department of Environmental Protection Administrative Services

No.	Measure Type	Performance Measure	2001-02 Standard
		Executive Direction and Support Services	
1	Outcome	Administrative costs as a percent of total agency costs	1.39%
2	Outcome	Administrative positions as a percent of total agency positions	8.23%

State Lands Program

		Invasive Plant Control Service	
3	Outcome	Percent of Florida's public waters where control of hydrilla, water hyacinth, and water lettuce has been achieved and sustained	95%
4	Output	Number of new acres of public land where invasive, exotic, upland plants are controlled and maintained	7,000
5	Output	Number of acres of public water bodies treated	63,000
6	Output	Number of acres surveyed	1,260,000
		Land Administrative Service	
7	Outcome	Percent of all land management plans completed within statutory timeframes	85%
8	Output	Percent of parcels acquired within the agreed upon time limit	70%
9	Output	Appraised value as a percent of purchase price for parcels	92%
10	Output	Number of appraisals certified	400
11	Output	Number of parcels (ownerships) negotiated	TBD
		Land Management Service	
12	Outcome	Percent of easements, leases, and other requests completed by maximum time frames prescribed	75%
13	Output	Number of leases developed by the department	550

Resource Assessment and Management

		Florida Geological Survey Service	
14	Outcome	Percent of oil and gas exploration sites in compliance with statutory requirements	100%
15	Output	Number of oil and gas operations and facilities inspected	4,056
		Laboratory Service	
16	Outcome	Total laboratory costs as a percent of total costs of agency program supported	0.55%
17	Output	Number of laboratory analyses completed	113,200
		Mercury Monitoring and Research Service	
18	Outcome	Percent of water bodies monitored that have limited fish consumption advisories	57%

Water Resource Management

		Beach Management Service	
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**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
19	Outcome	Percent of miles of critically eroding beaches restored or maintained	49%
20	Output	Number of coastal construction permits processed	1,725
21	Output	Miles of critically eroding beach under a management plan	161.2
22	Output	Number of enforcement or compliance inspections	3,500
		Water Supply Service	
23	Outcome	Reclaimed water (reuse) capacity as percent of total wastewater capacity	49%
		Water Resource Protection and Restoration Service	
24	Outcome	Percent of rivers that meet designated uses	92%
25	Outcome	Percent of lakes that meet designated uses	87%
26	Outcome	Percent of estuaries that meet designated uses	95%
27	Outcome	Percent of groundwater that meets designated uses	85%
28	Outcome	Percent of the state's water segments that meet designated uses	89%
29	Outcome	Percent of mines in significant compliance with restoration plan	95%
30	Outcome	Percent of public water systems with no significant public health drinking water quality problems	93.5%
31	Output	Number of mining inspections	550
32	Output	Number of water resource permits processed	27,750
33	Output	Number of regulatory inspections conducted	19,900
34	Output	Percent reduction in phosphorus loadings to Lake Okeechobee	TBD
35	Output	Number of Total Maximum Daily Loads adopted	175
36	Output	Area of estuarine habitat restored (100s sq. ft.)	77,391

Waste Management

		Waste Cleanup Service	
37	Outcome	Cumulative percent of petroleum contaminated program sites with cleanup completed	19%
38	Outcome	Cumulative percent of dry-cleaning contaminated sites with cleanup completed	1%
39	Outcome	Cumulative percent of other contaminated sites with cleanup completed	62%
40	Output	Number of petroleum program contaminated sites being cleaned up	2,668
41	Output	Number of known contaminated hazardous waste sites being cleaned up	200
		Waste Control Service	
42	Outcome	Percent of regulated petroleum storage tank facilities in significant compliance with state regulations	79%
43	Outcome	Percent of inspected facilities that generate, treat, store, or dispose of hazardous waste in significant compliance	89%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
44	Outcome	Percent of inspected permitted solid waste facilities in significant compliance	96%
45	Outcome	Percent of municipal solid waste managed by recycling/ waste-to-energy/landfilling	38% / 16% / 46%
46	Output	Number of storage tank facilities inspected	18,292
47	Output	Number of solid and hazardous waste compliance assurance inspections conducted	2,800
48	Output	Number of petroleum storage systems compliance inspections conducted	18,292

Recreation and Parks Program

		Land Management (Greenways and Trails) Service	
49	Outcome	Acres designated as part of the Florida Greenways and Trails systems	102,970
50	Output	Number of technical assists provided to local government to promote Greenways and Trails	33
		Recreational Assistance to Local Governments Service	
51	Output	Provide technical assistance to local governments as measured by number of consultations held	1,079
		State Park Operations	
52	Outcome	Attendance at state parks	17,000,000
53	Output	Number of state park sites managed	154
54	Output	Number of acres managed	575,000
		Coastal and Aquatic Managed Areas Service	
55	Output	Number of degraded acreage in state buffer enhanced or restored	7,778
56	Output	Number of visitors	79,030

Air Resources Management

		Air Assessment Service	
57	Outcome	Percent of time that monitored population breathes good or moderate quality air	98.6%
58	Outcome	Percent of population living in areas monitored for air quality	90%
59	Output	Number of monitors operated by the department and local programs	240
		Air Pollution Prevention Service	
60	Outcome	Pounds of NOx air emissions per capita	128.08
61	Outcome	Pounds of SO2 air emissions per capita	100.00
62	Outcome	Pounds of CO air emissions per capita	539.80
63	Outcome	Pounds of VOC air emissions per capita	107.51
64	Outcome	Percent of Title V facilities in significant compliance with state regulations	96%
65	Output	Number of air permits issued	1,292
66	Output	Number of facility inspections	6,477

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
		Utilities Siting and Coordination	
67	Outcome	Percent of energy facilities certified within statutory timeframes	85%

Law Enforcement Program

		Environmental Investigation	
68	Output	Number of investigations closed	400
		Patrol on State Lands Service	
69	Outcome	Criminal incidents per 100,000 state park visitors	30
70	Output	Number of patrol hours on state lands	76,118
		Emergency Response Service	
71	Outcome	Gallons of pollutant discharge	319,768
72	Output	Number of sites/spills remediated	533

**Fish and Wildlife Conservation Commission
Executive Director and Division of Administration**

No.	Measure Type	Performance Measure	2001-02 Standard
		Standards and Licensure Service	
1	Outcome	Percent change in licensed anglers	3%
2	Outcome	Percent change in the number of licensed hunters	0%
3	Output	Number of recreational licenses and permits issued	2,266,598
4	Output	Number of wildlife and freshwater fishing commercial licenses and permits issued	118,040
		Outdoor Education and Information Service	
5	Outcome	Number of hunting accidents	23
6	Output	Number of students graduating hunter education courses	8,603
7	Output	Number of written conservation education materials provided to citizens	4,204,523
		Marine and Wildlife Habitat Conservation Service	
8	Outcome	Percent of critical habitat (hot spots) protected through land acquisition, lease or management contract	38%
9	Output	Acres of fish and wildlife habitat purchased	2,801
		Executive Direction and Support Services	
10	Outcome	Administrative costs as a percent of total agency costs	6.68%
11	Outcome	Administrative positions as a percent of total agency positions	7.82%

Law Enforcement Program

12	Outcome	Number of recreational boating injuries	450
13	Output	Total number of hours spent in preventative patrol and investigations	960,000
14	Output	Number of vessel safety inspections	200,000
15	Output	Total number of boating accidents investigated	1,292

Wildlife Management Program

16	Outcome	Percent of satisfied hunters	74%
17	Outcome	Percent of wildlife species whose biological status is stable or improving	71.5%
18	Output	Number of acres managed for wildlife	4,763,928

Freshwater Fisheries Management Program

19	Outcome	Percent angler satisfaction	75%
20	Outcome	Number of water acres where habitat rehabilitation projects have been completed	28,759
21	Outcome	Percent of index lakes where fish populations are stable or increasing	70%
22	Output	Number of water bodies acres managed to improve fishing	1,595,940
23	Output	Number of fish stocked	2,700,000

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
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Marine Fisheries

24	Outcome	Number of artificial reefs created and/or monitored	120
25	Outcome	Percent of fisheries stocks that are increasing or stable	80%
26	Output	Number of commercial and other marine fishing licenses processed	30,970

Marine Research

27	Output	Number of fish stocks assessments and data summaries conducted	2,473
28	Output	Number of requests for status of endangered and threatened species completed	28,175
29	Output	Number of redtide requests completed	5,400

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

**Department of Transportation
Highway Bridge and Construction Program**

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Number of motor vehicle fatalities per 100 million miles traveled	<2.05
2	Outcome	Percentage of state highway system pavement meeting Department standards	80%
3	Outcome	Percentage of FDOT-maintained bridges which meet Department standards	90%
4	Outcome	Percentage increase in number of days required for completed construction contracts over original contract days (less weather days).	<25%
5	Outcome	Percentage increase in final amount paid for completed construction contracts over original contract amount	<10%
6	Outcome	Total budget for intrastate highway construction and arterial highway construction divided by the number of lane miles let to contract.	\$3,251,599
7	Output	Number of lane miles let to contract for resurfacing	2,584
8	Output	Number of lane miles let to contract for highway capacity improvements	426
9	Output	Percentage of construction contracts planned for letting that were actually let	95%
10	Output	Number of bridges let to contract for repair	127
11	Output	Number of bridges let to contract for replacement	13
12	Output	Number of Right-of-Way parcels acquired.	2,915
13	Output	Number of projects certified ready for construction	87

Public Transportation Program

14	Outcome	Ratio of transit ridership growth to population growth	1.06
15	Outcome	Average cost per requested one-way trip for transportation disadvantaged	\$4.30
16	Output	Number of passenger enplanements	54,000,000
17	Output	Number of one-way public transit passenger trips	187,400,000
18	Output	Number of cruise embarkations and disembarkations at Florida ports	10,960,000
19	Output	Number of one-way trips provided (transportation disadvantaged)	5,790,000

Highway Operations Program

20	Outcome	Maintenance condition rating of state highway system as measured against the Department's Maintenance standards	80
	Outcome	Percent of commercial vehicles weighed that were overweight:	
21	Outcome	Fixed scale weighings	0.3%
22	Outcome	Portable scale weighings	44%
23	Output	Number of commercial vehicles weighed	11,000,000

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
24	Output	Number of commercial vehicle safety inspections performed	50,000
25	Output	Number of portable scale weighings performed	35,000
26	Output	Lane miles maintained on the State Highway System	40,050

Toll Operation Program

27	Outcome	Operational cost per toll transaction	<\$0.16
28	Outcome	Operational cost per dollar collected	<\$0.20
29	Output	Number of toll transactions	529,000,000

Agency for Workforce Innovation

Workforce Services and Workforce Florida, Inc. Program

No.	Measure Type	Performance Measure	2001-02 Standard
		Workforce Services	
1	Outcome	Percent of job openings filled	55%
2	Outcome	Percent of food stamp employment & training (FSET) customers employed	50%
3	Outcome	Percent of Unemployment Compensation benefits paid timely	90%
4	Outcome	Percent of Unemployment Compensation benefits paid accurately	95%
5	Outcome	Percent of Unemployment Compensation appeal cases completed timely	91%
6	Outcome	Percent of new Unemployment Compensation employer liability determinations made timely	93.5%
7	Outcome	Percent of current quarter Unemployment Compensation taxes paid timely	96.3%
8	Outcome	Percent of Federal/State statistical contract deliverables made timely	97%
9	Outcome	WP total entered employment rate	33%
10	Outcome	WP entered employment wage rate	79%
11	Outcome	WP new hire involvement rate	12%
12	Outcome	WP employer involvement rate	20%
13	Outcome	Customer satisfaction - individuals	80%
14	Outcome	Customer satisfaction - employers	70%
15	Outcome	Workforce Investment Act adult entered employment rate	70%
16	Outcome	Workforce Investment Act adult wage rate	90%
17	Outcome	Workforce Investment Act dislocated worker entered employment rate	85%
18	Outcome	Workforce Investment Act dislocated worker wage rate	110%
19	Outcome	Workforce Investment Act overall employment rate inclusive of employed workers	70%
20	Outcome	The youth attainment rate for basic skills, work readiness, and occupational skills (14-18 years of age)	67%
21	Outcome	The percent of youth exiters with positive outcomes (14-18 years of age)	86%
22	Outcome	Welfare entered employment rate	27.5%
23	Outcome	Welfare Transition entered employment wage rate	66%
24	Outcome	Welfare return rate	15.5%
25	Outcome	Length of time to reemployment as measured by the Unemployment Compensation benefit duration	13 Wks.
26	Output	Number of individuals referred to training	23,375
27	Output	Number of job applicants referred to support services	75,000

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
28	Output	Number of Unemployment Compensation claimant eligibility determinations issued	196,689
29	Output	Number of Unemployment Compensation benefit weeks paid	3,717,683
30	Output	Amount of Unemployment Compensation benefits paid	\$802,461,876
31	Output	Number of Unemployment Compensation appeal cases completed	51,760
32	Output	Number of new Unemployment Compensation employer liability determinations made	63,876
33	Output	Amount of Unemployment Compensation taxes collected	\$563,277,489
34	Output	Number of Unemployment Compensation employer tax/wage reports processed	1,475,546
35	Output	Number of process claims filed by unemployed	517,603
36	Output	Number of Federal/State statistical contract deliverables	121
37	Output	Total number of individuals referred to job openings	425,000
38	Output	Cost per entered employment	TBD
		Workforce Florida, Inc.	
	Outcome	Number of individuals receiving customized training for new high skill/high wage jobs as a result of the Quick Response Training Program (QRT):	6,000
39	Outcome	a) in rural areas	600
40	Outcome	b) in Enterprise Zone/distressed inner city areas	1,560
41	Outcome	c) in Brownfield areas	300
42	Outcome	QRT ratio of private funds match to state funds	3.25 TO 1
43	Outcome	Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT):	6,357
44	Outcome	a) in rural areas	95
45	Outcome	b) in Enterprise Zone/distressed inner city areas	91
	Outcome	Percentage of total IWT grant awards to companies with:	
46	Outcome	a) Fewer than or equal to 100 employees	52%
47	Outcome	b) Fewer than or equal to 25 employees	25%
48	Outcome	IWT ratio of private funds match to federal WIA funds	3 TO 1

Department of Banking and Finance
Financial Accountability for Public Funds Program

No.	Measure Type	Performance Measure	2001-02 Standard
		Recovery and Return of Unclaimed Property Service	
1	Outcome	Percent of the total number of claims paid to the owner compared to the total number of returnable accounts reported/received	22%
2	Outcome	Percent of the total dollar amount of claims paid to the owner compared to the total dollars in returnable accounts reported/received	80%
3	Output	Number/dollar value of owner accounts processed	526,000
4	Output	Number/dollar value of claims paid to owners	100,000
5	Output	Percent of claims paid within 30/60/90 days from date received (cumulative total)	84% (60 days)
6	Output	Number of accounts reported by holders	526,000
		State Financial Information and State Agency	
7	Outcome	Percent of program's customers who returned an overall customer service rating of good or excellent on surveys	95%
8	Outcome	Percent of vendor payments issued in less than the Comptroller's statutory time limit of 10 days	100%
9	Outcome	Accuracy rate of postaudited vendor payments	87.14%
10	Outcome	Percent of vendor payments issued electronically	25%
11	Outcome	Percent of payroll payments issued electronically	81%
12	Outcome	Percent of retirement payments issued electronically	80%
13	Output	Number of post-audits completed	9
		Executive Direction and Support Service	
14	Outcome	Program administration costs as a percent of total program costs	6.95%
15	Outcome	Program positions as a percent of total program positions	8.48%

Comptroller and Administration Program

16	Outcome	Program administration costs as a percent of total program costs	1%<
17	Outcome	Program positions as a percent of total program positions	1%<

Financial Institutions Regulatory Program

18	Outcome	Percent of licensees examined on a for-cause basis where department action is taken for violations	33.05%
19	Outcome	Percent of licensees examined where routine department action is taken against the licensee for violations	16.88%
20	Outcome	Percent of licensees examined where department action is taken	25%
21	Output	Number of for-cause examinations completed	377
22	Output	Number of routine examinations completed	1,435
23	Output	Percent of total licensees examined to determine compliance with applicable regulations	4.45%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
		Financial Services Industry Regulation Service	
24	Outcome	Percent of licensees sanctioned for violations	1%
25	Outcome	Percent of applicants not granted registration in the securities industry in Florida who subsequently are the subject of regulatory action	50%
26	Output	Number/Percent of filing requests processed within a designated standard number of days by type	83,250/75%
		Safety and Soundness of State Banking System Service	
27	Outcome	Percent of Florida state-chartered banks that exceed the median of all national/federal banks chartered in Florida on return on equity	51%
28	Outcome	Percent of Florida state-chartered credit unions that exceed the median of all national/federal credit unions chartered in Florida on return on equity	51%
29	Outcome	Percent of applications for new Florida financial institutions that seek state charters	67%
30	Outcome	Percent of banks receiving an examination report within 45 days after the conclusion of their onsite state examination	90%
31	Outcome	Percent of credit unions receiving an examination report within 30 days after the conclusion of their onsite state examination	90%
32	Outcome	Percent of de novo applications statutorily complete that are processed within a standard number of 90 days	67%
33	Output	Percent of surveys returned that rate the Division's examination program as satisfactory or above	75%
34	Output	Number of domestic financial institutions regulated	316
35	Output	Number of international financial institutions regulated	53
		Consumer Financial Fraud Prevention and Detection Service	
36	Outcome	Percent of written complaints processed within applicable standards	75%
37	Outcome	Percent of documented violations that were referred for enforcement action	52%
38	Outcome	Percent of investigations completed that result in enforcement action	26%
39	Output	Number of financial investigations closed	450
40	Output	Number of complaints resolved, referred, or closed during the year	4,350
		Executive Direction and Support Service	
41	Outcome	Program administration costs as a percent of total program costs	15.49%
42	Outcome	Program positions as a percent of total program positions	13.58%

Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02

**Department of Business & Professional Regulation
Office of the Secretary & Administration**

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Percent of agency administration and support costs compared to total agency costs	12%
2	Outcome	Percent of agency administration and support positions compared to total agency positions	15%
		Florida Boxing Commission Service	
3	Outcome	Percent of licenses suspended or revoked in relation to fights supervised	28%
4	Output	Number of scheduled boxing rounds	2,472

Professional Regulation Program

		Compliance and Enforcement Service	
5	Outcome	Percent of licensees in compliance with all laws and regulations	99.8%
6	Output	Total number of cases	19,238
		Standards and Licensure Service	
7	Outcome	Percent of complete applications approved or denied within 90 days	100%
8	Output	Number of applications processed	67,655
9	Output	Number of licensees	488,200

Pari-Mutuel Wagering Program

		Compliance and Enforcement Service	
10	Outcome	Percent of races and games that are in compliance with all laws and regulations	99.15%
11	Output	Number of races and games monitored	87,000
		Standards and Licensure Service	
12	Outcome	Percent of applications processed within 90 days	100%
13	Output	Number of applications processed	16,679
		Tax Collection Service	
14	Output	Total auditing expenditures compared to auditing collections	\$1.00 per \$19.38
15	Output	Number of audits conducted	87,500
		Hotels and Restaurant Program	
		Compliance and Enforcement Service	
16	Outcome	Percent of licensees in compliance with all laws and regulations for food service and public lodging establishments	86%
17	Outcome	Percent of licensees in compliance with all laws and regulations for elevators, escalators and other vertical conveyance devices	95.29%
18	Output	Number of inspections for food service and public lodging establishments	182,271

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
19	Output	Number of inspections for elevators, escalators, and other vertical conveyance devices	4,247
		Standards and Licensure Service	
20	Outcome	Percent of hotel and restaurant licenses processed within 30 days.	95%
21	Outcome	Percent of elevator certificates of operation processed within 30 days.	99%
22	Output	Number of licensees for public lodging and food service establishments	70,008
23	Output	Number of licensees for elevators, escalators, and other vertical conveyance devices	37,954
		Alcoholic Beverages and Tobacco Program	
		Compliance and Enforcement Service	
24	Outcome	Percent of total retail alcohol and tobacco licensees and permit holders inspected	40%
25	Outcome	Percent complying wholesale/retail licensees on yearly basis	80%
26	Outcome	Percent of alcoholic beverages and tobacco retailers tested found to be in compliance with underage persons' access	95%
27	Output	Number of licensees	69,675
		Standards and Licensure Service	
28	Outcome	Percent of license applications processed within 90 days	99%
29	Output	Number of applications processed	29,372
		Tax Collection Service	
30	Outcome	Percent of retail and wholesale tax dollars identified by audit that were collected	95%
31	Outcome	Total auditing expenditures compared to auditing collections	\$1.00 per \$151.06
32	Output	Number of audits conducted	367,880
		Land Sales, Condominiums and Mobile Homes Program	
		Compliance and Enforcement Service	
33	Outcome	Percent of administrative actions resulting in consent orders	90%
34	Outcome	Average number of days to resolve consumer complaints not investigated	39
35	Outcome	Average number of days to resolve investigations	152
36	Output	Number of administrative actions resolved by consent orders	381
37	Output	Number of investigations closed	833
38	Output	Number of consumer complaints closed	5,151
39	Output	Number of cases closed (arbitration)	550
		Standards and Licensure Service	

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
40	Outcome	Percent of permanent licenses issued and filings reviewed as prescribed by laws	100%
41	Output	Total number of filings and licenses processed	36,581

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

Department of Citrus

No.	Measure Type	Performance Measure	2001-02 Standard
		Agricultural Products Marketing Service	
1	Outcome	Percent of consumer recall after television advertising	66%
2	Outcome	Percent of consumer intent to purchase Florida orange juice on their next shopping trip	50%
3	Outcome	Percent of consumer intent to purchase Florida grapefruit juice on their next shopping trip	10%
4	Outcome	Percent of consumer intent to purchase Florida fresh grapefruit on their next shopping trip	11%
5	Outcome	Number of cartons of fresh oranges, grapefruit, and specialty fruit shipped domestically	43.5 million
6	Outcome	Number of cartons of fresh Florida grapefruit shipped exported	22.3 million
7	Outcome	Gross on-tree revenue for Florida oranges	\$872 million
8	Outcome	Gross on-tree revenue for Florida grapefruit	\$147 million
		Citrus Research Service	
9	Outcome	Number of pounds solids used in new products	483,000
10	Outcome	Number of acres mechanically harvested	26,000
		Executive Direction and Support Services	
11	Outcome	Administrative cost as a percent of total agency costs	6.5%
12	Outcome	Administrative positions as a percent of total agency positions	34.46%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-2002**

Executive Office of the Governor

No.	Measure Type	Performance Measure	2001-02 Standard
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General Office

		Drug Control Coordination	
1	Outcome	Percentage of Floridians who are current users of illegal drugs	6%
		School Readiness	
2	Outcome	Percent of kindergarten students meeting state expectations for readiness	83%
3	Output	Number of students meeting state expectations for readiness	TBD
		Legislative Appropriations System/Planning and Budgeting Subsystem	
4	Outcome	Ratio of Legislative Appropriations System/Planning and Budgeting Subsystem costs to the number of users	\$5,309,322:585

Office of Tourism, Trade, and Economic Development (OTTED)

		Black Business Investment Board	
5	Outcome	Number of jobs created or retained as a result of franchising and capitalization programs by regional BBIC	2,200
6	Outcome	Number of jobs created or retained as a result of franchising and capitalization programs by statewide BBIC	122
7	Outcome	Dollar amount and procurement opportunities generated for Black businesses	\$2.5 million
8	Output	Matching dollars leveraged by the Black Business Investment Board	\$250,000
9	Output	Number of businesses provided technical assistance through Statewide BBIC	200
		Office of the Film Commissioner	
10	Outcome	Percentage increase in production - related business transaction revenues as a result of the Office of the Film Commissioner's facilitated leads	5%/\$200 million
11	Output	Number of qualified leads generated	350
12	Output	Number of liaison and policy development activities conducted	69
13	Output	Production entities making on-site visits to Florida (Location Scouts)	50
		Economic Development Programs and Projects	
14	Outcome	Percentage increase in number of customers served in Florida industries targeted by the state's economic development programs	2%/2,686,960
15	Output	Number/dollar amount of contracts and grants administered	283/\$290 million
16	Output	Public expenditures per job created/retained under QTI incentive program	\$3,750
17	Output	Number of state agency proposed rules reviewed which impact small businesses	70

**Senate Approved Agency Performance
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Fiscal Year 2001-2002**

No.	Measure Type	Performance Measure	2001-02 Standard
		Spaceport Florida Authority	
18	Outcome	Value of new investment in the Florida space business and programs (cumulative)	\$450 million
19	Outcome	Number of launches	28
20	Outcome	Number of visitors to space-related tourism facilities	2.4 million
21	Outcome	Tax revenue generated by space-related tourism facilities	\$3.6 million
22	Output	Number of students in Spaceport Florida Authority (SFA) sponsored space-related classroom or research at accredited institutions of higher education	600
23	Output	Equity in SFA industrial/research facilities	\$65.4 million
24	Output	Number of presentations to industry and governmental decision makers	250
25	Output	Equity in SFA space-related tourist facilities	\$24 million
26	Output	Number of financial deals facilitated by the Commercial Space Finance Corporation	3
27	Output	Number of research projects, partnerships and grants supported by the Florida Space Research Institute	20
		Enterprise Florida, Inc.	
28	Outcome	Number of direct full-time jobs facilitated as a result of Enterprise Florida's recruitment, expansion, and retention efforts	33,000
29	Outcome	(I) Rural areas (subset)	2,100
30	Outcome	(II) Urban core areas (subset)	2,100
31	Outcome	(III) Critical industries (subset)	14,000
32	Outcome	Documented export sales attributable to programs and activities	\$600 million
33	Outcome	Number of qualified marketing leads generated through Enterprise Florida's comprehensive marketing programs	900
34	Outcome	(I) Trade leads (subset)	600
35	Outcome	(II) Investment leads (subset)	300
36	Outcome	Satisfaction of economic development practitioners and other appropriate entities with efforts of Enterprise Florida in providing economic development leadership in the full range of services required for state and local economic growth, including critical industries and workforce development	85%
37	Outcome	Satisfaction of economic development practitioners and other appropriate entities with efforts of EFI in marketing the state, including rural communities and distressed urban communities, as a pro-business location for potential new investment	85%
38	Output	Number of companies assisted by Enterprise Florida in the area of international trade	4,000

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-2002**

No.	Measure Type	Performance Measure	2001-02 Standard
39	Output	Number of active recruitment, expansion, and retention projects worked during the year	500
40	Output	Number of leads and projects referred to local economic development organizations	200
41	Output	Number of successful incentive projects worked with local economic development organizations	120
42	Output	Number of times Enterprise Florida's information services are accessed	TBD
		Florida Sports Foundation	
43	Outcome	Economic contributions from Florida Sports Foundation - sponsored regional and major sporting events grants	\$150 million
44	Outcome	Economic contributions to communities as a result of hosting Florida's Senior State Games and Sunshine State Games Championships	\$7 million
45	Output	Number of out-of-state visitors attending events funded through grant programs.	230,000
46	Outcome	Satisfaction of the area sports commissions with the efforts of the foundation to promote and develop the sports industry and related industries in the state	75%
47	Output	Number/amount of major and regional sports event grants awarded	30/\$700,000
48	Output	Percentage Increase/Number of athletes competing in Florida's Senior Games and Sunshine State Games	5%/8,400
		Office of Urban Opportunity	
49	Outcome	Percentage of implemented Memorandums of Agreement between the Office of Urban Opportunity and the Front Porch Florida communities' Revitalization Councils	50%
50	Outcome	Successful completion and implementation of neighborhood action plans	TBD
		Visit Florida	
	Outcome	Sustained growth in the number of travelers who come to and go through Florida	
51	Outcome	(I) Out-of-state	74.13 million
52	Outcome	(II) Residents	13.49 million
	Outcome	Sustained growth in the beneficial impacts that travelers in Florida have on the state's overall economy	
53	Outcome	(I) Rental Car surcharge	\$147.9 million
54	Outcome	(II) Tourism-related employment	879,577
55	Outcome	(III) Taxable sales	\$56.0 billion
56	Outcome	(IV) Local option tax	\$351.9 million
57	Outcome	Growth in private sector contributions to VISIT FLORIDA	\$51.0 million

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-2002**

No.	Measure Type	Performance Measure	2001-02 Standard
58	Outcome	Satisfaction of VISIT FLORIDA's partners and representative members of the tourism industry with the efforts of VISIT FLORIDA to promote Florida tourism	75%
59	Output	Percentage increase of persons surveyed who vacationed in Florida during the last 12 months and who reported having participated in nature-based or heritage activities	TBD
60	Output	Number of persons who inquired about nature-based or heritage activities while visiting the consumer website	TBD
61	Output	Quality and effectiveness of paid advertising messages reaching the target audience (impressions)	575 million
62	Output	Number of leads and visitor inquiries generated by VISIT FLORIDA events and media placements	2,300,000
63	Output	Number contacting VISIT FLORIDA in response to advertising (Subset of number of leads and visitor inquiries)	525,000
64	Output	Value and number of consumer promotions facilitated by VISIT FLORIDA	\$28.3 million / 225
65	Output	Number of private sector partners	3,236
66	Output	Private sector partner financial contributions through direct financial investment	\$2.455 million
67	Output	Private sector partner financial contributions through strategic alliance programs	\$1.490 million

**Department of Highway Safety and Motor
Vehicles
Administrative Services Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Executive Direction and Support Services	
1	Outcome	Percent agency administration and supports costs and positions compared to total agency costs and positions	TBD

Florida Highway Patrol Program

		Highway Safety Service	
2	Outcome	Florida death rate on patrolled highways per 100 million vehicle miles of travel	1.9
3	Outcome	National average death rate on highways per 100 million vehicles miles of travel	1.7
4	Outcome	Alcohol-related death rate per 100 million vehicle miles of travel	0.64
5	Output	Number of crashes investigated by FHP	222,073
6	Outcome	Percent change in number of crashes investigated by FHP	1%
7	Outcome	Annual crash rate per 100 million vehicle miles of travel	177
8	Output	Number of hours spent on traffic homicide investigations	133,105
9	Output	Number of cases resolved as a result of traffic homicide investigations	1,647
10	Output	Average time (hours) spent per traffic homicide investigations	80.82
11	Output	Percent of recruits retained by FHP for 3 years after the completion of training	88%
12	Output	Actual average response time (minutes) to calls for crashes or assistance	26
13	Outcome	Number and percent of duty hours spent on preventive patrol (Law Enforcement Officers)	TBD
14	Outcome	Number and percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	TBD
15	Output	Number and percent of duty hours spent on crash investigations for Law Enforcement Officers	337,801/14%
16	Output	Number and percent of duty hours spent on crash investigations for Community Service Officers	7,976/17%
17	Output	Number and percent of time spent on non-patrol support activities (Law Enforcement Officers)	648,125/29%
18	Output	Average time (hours) to investigate crashes (Long form)	2.17
19	Output	Average time (hours) to investigate crashes (Short form)	1.35
20	Output	Average time (hours) to investigate crashes (Non-reportable)	0.65
21	Output	Number and percent of duty hours spent on law enforcement officer assistance to motorist	107,649/5%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
22	Output	Number of motorists assisted by law enforcement officers	319,620
23	Output	Number of training courses offered to FHP recruits and personnel	56
24	Output	Number of students successfully completing training	1,224
		Criminal and Administrative Investigations	
		Number/percent of duty hours spent on:	
25	Output	Criminal Investigations	40,395/47.9%
26	Output	Professional compliance investigations	9,877/11.7%
27	Output	Polygraph examinations	9,053/10.7%
28	Output	Non-investigative support activities	25,021/29.7%
		Public Information/Safety Education	
29	Outcome	Percent change in seat belt use	+1%
30	Outcome	State seat belt compliance rate.	60.7%
31	Output	Number of public traffic safety presentations	1,563
32	Output	Number of persons in attendance at public traffic safety presentations	68,518
33	Output	Average size of audience per presentation	53
		Executive Direction and Support Services	
34	Outcome	Percent program administration and support costs and positions compared to total program costs and positions	TBD

Kirkman Data Center

		Information Technology	
35	Outcome	Percent of customers who rate services as satisfactory or better as measured by survey	80%

Licenses, Titles and Regulations

		Licensing Auto Dealers	
36	Outcome	Percent of dealer licenses issued within 7 working days upon receipt of completed applications	99%
37	Output	Number of automobile dealers licensed	11,580
		Compliance and Enforcement	
38	Outcome	Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1:5
39	Outcome	Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	15,675
		Driver Licensure	
40	Outcome	Percent customers waiting 15 minutes or less for driver license service	82%
41	Outcome	Percent of customers waiting 30 minutes or more for driver license service	11%

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
42	Outcome	Average number of corrections per 1,000 driver records maintained	4
43	Output	Number of driver licenses issued	4,363,876
44	Output	Number of ID cards issued	929,192
45	Output	Number of written driver license examinations conducted	1,369,633
46	Output	Number of road tests conducted	562,220
		Motorist Financial Responsibility	
47	Outcome	Percent of motorists complying with financial responsibility	88%
48	Output	Number of insured motorists	8,500,000
		Identification and Control of Problem Drivers	
49	Outcome	Number of driver licenses/identification cards suspended, cancelled, and invalidated as a result of fraudulent activity, with annual percentage change shown	2568/18%
50	Outcome	Percent of "Driving Under the Influence" course graduates who do no recidivate within 3 years of graduation	86%
51	Output	Number of problem drivers identified	1,213,723
		Mobile Home Compliance and Enforcement	
52	Outcome	Ratio of warranty complaints to new mobile homes titled	1:56
53	Output	Number of mobile homes inspected	16,650
		Motor Carrier Compliance	
54	Outcome	Ratio of taxes collected as a result of International Registration Program and International Fuel Tax Agreement audits to the cost of audits	\$1.75:1
55	Output	Number of International Fuel Use Tax and International Registration Plans accounts audited	309
56	Output	Number of Motor Carrier audited per auditor, with number of auditors shown	22:14
		Vehicle and Vessel Title and Registration Services	
57	Outcome	Percent of vehicle/vessel titles issued without error	98%
58	Outcome	Number of fraudulent motor vehicle titles identified and submitted to law enforcement	475
59	Outcome	Percent change in number of fraudulent motor vehicle titles identified and submitted to law enforcement	9%
60	Outcome	Average cost to issue a motor vehicle/vessel title	\$2.00
61	Output	Number of motor vehicle and mobile home titles issued	5,200,000
62	Output	Number of motor vehicle and mobile home registrations issued	14,487,080
63	Output	Issuance of vessel titles	250,000
64	Output	Issuance of vessel registrations	875,599
65	Output	Average number of days to issue vehicle title	3.4
		Executive Direction/Support Services	

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
66	Outcome	Percent of program administration support costs and positions compared to total program costs and positions	TBD

**Department of Insurance
Office of the Treasurer & Administration**

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Administrative costs as a percent of total agency costs	7.7%
2	Outcome	Administrative positions as a percent of total agency positions	9.5%
		Legal Services	
3	Outcome	Percent of closed files involving allegations of statutory violation that were successfully prosecuted	88%

Treasury Program

		Deposit Security Service	
4	Outcome	Maximum administrative unit cost per \$100,000 of securities placed for deposit security service purposes	\$26.00
5	Output	Number of analyses performed on the financial condition of qualified public depositories and custodians, and securities held for deposit	4,563
6	Output	Number of account actions taken on trust deposit and collateral accounts	41,655
		State Funds Management and Investments Service	
	Outcome	Ratio of net rate of return to established national benchmarks for:	
7	Outcome	(I) Internal liquidity investments	1.0
8	Outcome	(II) Internal bridge investments	1.0
9	Outcome	(III) External investment program bridge portfolio	1.0
10	Outcome	(IV) Medium term external portfolio	1.0
11	Outcome	(V) Investment grade convertible bonds	1.0
12	Output	Number of financial management/accounting transactions processed and reports produced	8,500,000
		State Deferred Compensation Plan Service	
13	Outcome	Minimum percent of state employees participating in the State Deferred Compensation Plan (excluding SUS employees)	40%
14	Output	Number of participant account actions processed by the State Deferred Compensation Office	366,843

State Fire Marshall Program

		Compliance and Enforcement Service	
15	Outcome	Number of fire related deaths occurring in state owned and leased properties required to be inspected	0
16	Outcome	Percent of mandated regulatory inspections completed	100%
17	Output	a) Number of recurring inspections completed	7,200
18	Output	b) Number of high hazard inspections completed	6,536
19	Output	c) Number of construction inspections completed	1,078

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
20	Output	Percent of fire code inspections completed within statutory defined timeframes	100%
21	Output	Percent of fire code plans reviews completed within statutory defined timeframes	100%
		Fire and Arson Investigations Service	
22	Outcome	Percent of closed fire investigations successfully concluded, including by cause determined, suspect identified and/or, arrested or other reasons	82%
23	Outcome	Percent of closed arson investigations for which an arrest was made in Florida/National	22% (FL)
24	Output	Total number of fire investigations closed	7,250
		Professional Training and Standards Service	
25	Outcome	Percent of challenges to examination results and eligibility determination compared to those eligible to challenge	Less than 1%
26	Outcome	Percent of above satisfactory ratings by supervisors of students' job performance from post-class evaluations of skills gained through training at the Florida State Fire College	85%
27	Output	Number of students trained and classroom contact hours provided by the Florida State Fire College	6,000 / 210,000
		Fire Marshal Administration and Support Service	
28	Outcome	Administrative costs as a percent of program agency costs	2.6%
29	Outcome	Administrative positions as a percent of total program positions	5.7%
30	Output	Number of evidence sample analysis/examinations processed and photographic services provided	14,100 / 9,000

State Property & Casualty Claims Program

		State Self-Insured Claims Adjustment Service	
31	Outcome	Number of workers' compensation claims requiring some payment per 100 FTE employees	5.70
32	Outcome	Average cost of workers' compensation claims paid	\$3,643
33	Outcome	Number/percent of liability claims closed in relation to liability claims worked during the fiscal year	3,633 / 51%
34	Outcome	State employees' workers' compensation benefit cost rate, as defined by indemnity and medical benefits, per \$100 of state employees' payroll as compared to prior years	\$1.16
35	Outcome	Average operational cost per claim worked	\$151.22
36	Output	Risk services training and consultation as measured by the number of training units (1 unit = 8 hours) provided and consultation contacts made	165
37	Output	Number of workers' compensation claims worked	28,500
38	Output	Number of liability claims worked	7,331

**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
39	Output	Number of state property loss/damage claims worked	549

**Insurance Regulation and Consumer Protection
Program**

		Insurance Company Licensure and Oversight Service	
40	Outcome	Maximum number of insurance companies entering rehabilitation or liquidation.	5
41	Outcome	a. Homeowner's (total), mobile home, dwelling fire insurance	6.1%
42	Outcome	b. Workers' compensation insurance	0.2%
43	Outcome	c. Automobile insurance	0.1%
44	Outcome	Percent of companies meeting required financial standards	97.25%
45	Output	Current number of licensed/regulated insurance entities	3,598
		Insurance Representative Licensure and Sales Appointments and Oversight Service	
46	Outcome	Maximum percent of insurance representatives requiring discipline or oversight	11.47%
47	Output	Number of applications for licensure processed	63,549
48	Output	Number of appointment actions processed	1,122,766
		Compliance and Enforcement Service	
49	Outcome	Percent of arrests for insurance fraud resulting in trial or non-trial conviction.	65%
50	Outcome	Percent of investigative actions resulting in administrative action against agents and agencies.	43%
51	Output	Number of insurance fraud investigations completed (not including workers' compensation cases)	1,100
52	Output	Number of workers' compensation insurance fraud investigations completed (not including general fraud investigations)	300
53	Output	Number of agent and agency investigations completed	2,600
		Insurance Consumer Assistance Service	
54	Outcome	Percent of consumer activities that result in quality service and consumer satisfaction	89%
55	Output	Number of consumers assisted through court-ordered outreach	700,000

Department of Labor and Employment Security Compliance and Enforcement Program

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Percent of farm labor contractors in compliance with regulations ensuring fair treatment and protection for migrant farmworkers	83%
2	Output	Monitor employers for compliance with child labor and migrant farmworker labor laws (Number of investigations and inspections)	3,926
Unemployment Appeals Commission Program			
3	Outcome	Percent UC appeals disposed within 45 days	50%
4	Outcome	Percent UC appeals disposed within 90 days	95%
5	Outcome	Percent Cases appealed to DCA	7%
6	Outcome	Percent Appealed decisions affirmed by DCA	94%
7	Outcome	Average unit cost of cases appealed to UAC	\$220
8	Outcome	Average unit cost of cases appealed to DCA	\$740
9	Output	No. of UC appeals disposed	8,000

Information Technology Program

10	Outcome	Maintain the percent of scheduled information technology production jobs completed at 99% or more	99.90%
11	Outcome	Percent of information management center's data processing request completed by due date	95.50%
12	Outcome	System design and programming hourly cost	\$52
13	Outcome	Percent of Scheduled Hours Computer and Network is Available	99.9%
14	Outcome	Cost per MIP (millions of instructions per second)	\$19,000
15	Outcome	Percent of Help Desk Calls Resolved Within 3 Hours	95%
16	Outcome	Cost per Help Desk call	\$8
17	Outcome	Cost of support per network device	\$195
18	Output	Number of data processing requests completed by due date	2,800
19	Output	Number of scheduled production jobs completed	85,000
20	Output	Scheduled Hours Computer and Network is Available	8,064
21	Output	Number of Help Desk calls resolved within 3 Hours	12,500

Public Employees Relations Commission Program

22	Outcome	Percent of timely labor dispositions	99%
23	Outcome	Percent of timely employment dispositions	99%
24	Outcome	Percent of dispositions not appealed	95%
25	Outcome	Percent of appealed dispositions affirmed	95%
26	Output	Number of labor dispositions	741
27	Output	Number of employment dispositions	606

Workers' Compensation Appeals Program

28	Outcome	Percent of Concluded Mediations Resulting in Resolution (all issues except attorney fees)	56%
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**Senate Approved Agency Performance
Measures and Standards for
Fiscal Year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
29	Outcome	Percent of Appealed, Decided Orders Affirmed	80%
30	Outcome	Percent of timely held mediations (21 days)	TBD
31	Outcome	Average days from petition filed to disposition order	TBD
32	Output	Number of petitions received by presiding judge	95,621
33	Output	Number of mediations held	21,475
34	Output	Number of final merit hearings held	3,410
35	Output	Number of other hearings held	28,248
36	Output	Number of final merit orders entered	2,850
37	Output	Number of lump sum settlement orders	43,500
38	Output	Number of stipulation orders entered	25,000
39	Output	Number/percent final orders entered within 14 days	50%

Workers' Compensation Program

40	Outcome	% of injured workers returning to work at 80% or more of pre-injury average quarterly wage during the four-quarter period following the injury quarter	64.5%
41	Outcome	Percent of initial payments made on time by insurance carriers	91.0%
42	Outcome	Number of workers newly protected by workers' compensation coverage per fiscal year as a result of compliance efforts	13,500
43	Outcome	Percent of investigated issues resolved by the EAO	7.0%
44	Outcome	Percent of non-complying carriers in compliance upon re-audit	78.0%
45	Outcome	Average total cost per 4-year old case	\$18,000
46	Outcome	Percent of lost time cases with no petition for benefits filed 18 months after the date of accident	77.0%
47	Outcome	Percent of permanent total supplemental benefits paid by the division to injured workers timely and accurately	100.0%
48	Outcome	Percent of compliance enforcement actions which result in a successful outcome	78.0%
49	Outcome	Percent of eligible workers receiving reemployment services sponsored by the division with closed cases during the fiscal year and returned to suitable work	TBD
50	Output	Number of employer investigations conducted for compliance with workers' compensation law	31,500
51	Output	Number of program applicants provided reemployment services	2,300
52	Output	Number of carriers audited (TPA's, Carriers and Self-Insurers)	381
53	Output	Number of investigated issues resolved by the EAO	16,000
54	Output	Number of cases EAO contacted, spoken with, sent letter and or left message (early intervention)	TBD

**Department of Lottery
Sale of Lottery Products Program**

No.	Measure Type	Performance Measure	2001-02 Standard
1	Outcome	Total revenue in dollars	\$2,311.1 M
2	Outcome	Percent change in total revenue dollars from prior year	0.07%
3	Outcome	Transfers to the state Educational Enhancement Trust Fund	\$878.1M
4	Outcome	Percent of total revenue to the Educational Enhancement Trust Fund	38%
5	Output	Operating expense as percent of total revenue	12%
6	Output	Percent of respondents who are aware of the Lottery's contribution to education	65%

**Department of Management Services
Office of the Secretary & Administration**

No.	Measure Type	Performance Measure	2001-02 Standard
		Executive Direction and Support Service	
1	Outcome	Administrative costs as a percent of total agency costs	3.70%
2	Outcome	Administrative positions as a percent of total agency positions	7.10%

SMART Program

3	Outcome	Elementary and secondary school construction dollars saved statewide through the School Infrastructure Thrift Program	\$78,000,000
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Facilities Program

		Facilities Management Service	
4	Outcome	Average DMS full service rent - composite cost per net square foot (actual)	\$15.72
5	Outcome	DMS average operations and maintenance cost per square foot maintained	\$5.32
6	Output	Net square feet of state-owned office space occupied by state agencies including non-DMS owned facilities	8,113,625
7	Output	Net square feet of private sector office space occupied by state agencies	10,159,797
8	Output	Number of maintained square feet (private contract and agency)	7,414,346
9	Output	Number of leases managed	1,820
		Building Construction Service	
10	Outcome	Gross square foot construction cost of office facilities for DMS	\$89.82
11	Output	Dollar volume of fixed capital outlay project starts	\$200,000,000
		Florida Capitol Police Service	
12	Outcome	Number of criminal incidents per 1,000 employees	28.75
13	Output	Number of patrol hours on-site at state facilities	88,300
14	Outcome	Total number of criminal and noncriminal calls for service	40,276

Support Program

		Aircraft Management Service	
15	Outcome	Passenger load factor for DMS	3.5
16	Outcome	Cost per flight hour - DMS aircraft pool	\$1,200
17	Output	Passenger miles provided by Executive Aircraft	1,100,000
		Federal Property Assistance Service	
18	Outcome	Federal property distribution rate	82%
19	Output	Number of federal property orders processed	2,200
		Motor Vehicle and Watercraft Management Service	
20	Output	Miles of commercial rental vehicle contract service provided	42,800,000
		Purchasing Oversight Service	
21	Outcome	Percent of state term contract savings	39%

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
22	Output	Number of state contracts and agreements executed	1,100
		Office of Supplier Diversity Service	
23	Outcome	Average minority certification process time (in days)	30
24	Output	Number of businesses certified and registered	1,300
25	Output	Number of businesses reviewed and audited	100

Human Resource Management

26	Outcome	Total program cost per authorized positions in state personnel system	\$80.70
27	Outcome	Overall customer satisfaction rating	85%
28	Outcome	Percent of agencies at or above EEO gender parity with available labor market	87%
29	Outcome	Percent of agencies at or above EEO minority parity with available labor market	73%
30	Output	Number of authorized positions supported by the Cooperative Personnel Employment Subsystem	124,450

Insurance Benefits Administration

31	Outcome	Percent of all contracted performance standards met	95%
32	Outcome	Administrative cost per health insurance enrollee	\$226.37
33	Outcome	Percent of insurance benefits administration customers satisfied	TBD
34	Output	Number of enrollees (Total)	508,355

Retirement Benefits Administration

35	Outcome	Percent of members satisfied with retirement services	93%
36	Outcome	Percent of participating agencies satisfied with retirement services	98.36%
37	Outcome	Percent of agency payroll transactions correctly reported	95%
38	Outcome	Administrative cost per active and retired member (excluding RIM project)	\$21.68
39	Outcome	Percent of local retirement systems annually reviewed which are funded on a sound actuarial basis	94%
40	Output	Number of local pension plan valuations and impact statements reviewed	500
41	Output	Number of FRS members	831,504

Technology Program

		Enterprise Management Service	
42	Outcome	Percent of agency government web sites migrated to the state's web portal (MyFlorida.com)	45%
43	Outcome	Percent of customers satisfied	70%
44	Outcome	Dollars saved through enterprise management	TBD
45	Outcome	Percent of agency service level agreements met	TBD
		Telecommunications Service	

**Senate Approved Agency Performance
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No.	Measure Type	Performance Measure	2001-02 Standard
46	Outcome	Percent of telecommunication customers satisfied	TBD
47	Outcome	Aggregated discount from commercially available rates for voice and data services	31.82%
48	Output	Total revenue for voice service	\$80,300,000
49	Output	Total revenue for data service	\$50,900,000
		Wireless Service	
50	Outcome	Percent of wireless customers satisfied	TBD
51	Outcome	Percent of state covered by the Joint Task Force Radio System	58%
52	Outcome	Percent of all 800 MHz law enforcement radio system contracted performance standards met	TBD
53	Output	Number of engineering projects and approvals handled for state and local governments	561
		Information Service	
54	Outcome	Percent of information service customers satisfied	70%
55	Output	Number of ITP research, development, and consulting projects completed	436
56	Output	Percent utilization by the Unisys System as used for capacity planning and technology refresh, employing 80% maximum utilization standard	65%
57	Output	Percent utilization by the IBM System as used for capacity planning and technology refresh, employing 80% maximum utilization standard	60%
58	Output	Number of customers served	TBD

Correctional Privatization Commission

		Private Prisons Operations Service	
59	Outcome	Per diem cost of private prisons	\$48.42
60	Output	Number of contracts monitored	7

Commission on Human Relations

		Human Relations Service	
61	Outcome	Percent of civil rights cases resolved within 180 days of filing	60%
62	Output	Number of inquiries and investigations	8,570

Administrative Hearings (DOAH)

		Adjudication of Disputes Service	
63	Outcome	Percent of cases closed within 120 days after filing	73%
64	Outcome	Percent of cases scheduled for hearing within 90 days after filing	53%
65	Output	Number of cases closed	6,950

**Department of Military Affairs
Readiness and Response Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Drug Interdiction and Prevention	
1	Outcome	Percent of law enforcement officers trained that rate the training as relevant and valuable	90%
2	Output	Number of staff days devoted to counterdrug tasks	48,792
3	Output	Number of high school students attending drug awareness presentations	35,000
4	Output	Number of law enforcement personnel trained (Counterdrug Training Academy Camp Blanding)	500
5	Output	Number of law enforcement personnel trained (Multi-jurisdictional Counterdrug Training in St. Petersburg)	111,516
		Military Readiness	
6	Outcome	Percent of funded positions available for state deployment	99.5%
7	Outcome	Number/percent of armories rated adequate	36/61%
8	Outcome	Percent of satisfaction with training facilities at Camp Blanding	88%
9	Output	Number of annual training days at Camp Blanding	200,000
10	Output	Number of new recruits using State Education Assistance Program	1,350
11	Output	Number of crisis response exercises conducted annually	4
12	Output	Recruit, retain, and provide administration for soldiers in the Florida National Guard (number of soldiers assigned)	11,599
13	Output	Number of armories under maintenance and repair	58
14	Output	Number of guard personnel using Camp Blanding training area	110,000
		Military Response	
18	Outcome	Percent of supported agencies reporting satisfaction with the Department's support for specific missions.	90%
19	Output	Number of liaison teams trained	105
20	Output	Number of agencies supported	100
		Federal/State Cooperative Agreements	
21	Outcome	Percent of federal funds executed per year to assist in the administration and operations of community outreach programs (About Face, Forward March, Youth Challenge)	100%
22	Output	Administer Department of Defense contracts in Florida	21
		Executive Direction and Support Services	
23	Outcome	Percent of agency administration and support costs and positions compared to total agency costs and positions	TBD

**Public Service Commission
Utility Regulation/Consumer Assistance Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Utility Regulation/Consumer Assistance	
		Percentage of annual utility increases for average residential usage compared to inflation as measured by the Consumer Price Index:	
1	Outcome	Electric	CPI+1
2	Outcome	Gas	CPI+1
3	Outcome	Water & Wastewater	CPI+1
4	Outcome	Communications	CPI+1
	Outcome	Average allowed return on Equity (ROE) in Florida compared to average ROE in the USA:	
5	Outcome	Electric	USA +/- 1
6	Outcome	Gas	USA +/- 1
7	Outcome	Water & Wastewater	USA +/- 2.5
	Outcome	Percent of utilities achieving within range and over range of last authorized ROE:	
8	Outcome	Electric	100%/0
9	Outcome	Gas	25%/0
10	Outcome	Water & Wastewater	25%/5%
	Outcome	Percent of communications service variances per inspection points examined:	
11	Outcome	Local exchange & alternate local exchange telephone companies	35%
12	Outcome	Interexchange	38.5%
13	Outcome	Pay telephone companies	4%
14	Outcome	Percent of electric safety variances corrected on first reinspection	81%
15	Outcome	Percent of gas safety variances corrected on first reinspection	80%
	Outcome	Consumer Calls:	
16	Outcome	Percent of calls answered	83%
17	Outcome	Average waiting time (in minutes)	2.0 MIN
18	Outcome	Complaints handled within 30 days	48%
19	Outcome	Complaints handled within 60 days	62%
20	Output	Conservation Programs Reviewed and Conservation Proceedings Undertaken	87
21	Outcome	Per capita annual kWh energy savings through conservation programs	184 kWh
22	Outcome	Percent of combined conservation goals achieved by 7 FEECA utilities	100%
	Output	Utility Companies for which Rates or Earnings were Reviewed/Adjusted:	

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No.	Measure Type	Performance Measure	2001-02 Standard
23	Output	Electric:	23
24	Output	Gas:	8
25	Output	Water & Wastewater:	214
	Output	Proceedings, reviews, and audits examining rates, rate structure, earnings, and expenditures:	
26	Output	Electric	131
27	Output	Gas	49
28	Output	Water & Wastewater	123
29	Output	Proceedings to Evaluate or Resolve Retail and Wholesale Telecommunications Competitive Issues	2,235
30	Output	Number of proceedings granting certificates to operate as a telecommunications company	725
	Output	Number of proceedings granting service authority resolving territorial disputes:	
31	Output	Electric	3
32	Output	Gas	1
33	Output	Water & Wastewater	100
34	Output	Number of proceedings relating to wholesale competition or electric reliability	33
35	Output	Utility Consumer Inquiries and Complaints Handled	20,390
36	Output	Safety Inspections Performed (Electric and Gas)	2,671
37	Output	Communications Service Evaluations Performed	9,100

**Department of Revenue
Administration Program**

No.	Measure Type	Performance Measure	2001-02 Standard
		Executive Direction and Support Service	
1	Outcome	Administrative costs as a percent of total agency costs (not including revenue sharing)	5.39%
2	Outcome	Administrative positions as a percent of total agency positions	6.29%

General Tax Administration Program

3	Outcome	Return on investment - total collections per dollar spent	\$156.15
		Taxpayer Registration and Education Service	
4	Outcome	Dollars collected voluntarily as a percentage of total dollars collected	98%
5	Outcome	Percent of sales tax returns filed substantially error free and on time	76%
6	Output	Number of accounts maintained	2,400,000
		Filing Compliance Service	
7	Outcome	Average number of days, between the processing of a sales tax return and the first notification to the taxpayer of an apparent filing error or late return	28
8	Outcome	Percent of delinquent sales tax return and filing error or late return notices issued accurately to taxpayer	90%
9	Output	Number of tax returns processed	8,650,000
		Remittance Accounting Service	
10	Outcome	Accuracy of initial revenue distributions to local governments	94%
11	Output	Number of fund distributions made	29,500
		Enforced Compliance Service	
12	Outcome	Direct collections per enforcement-related dollar spent	\$4.57
13	Outcome	Percent of final audit assessment amounts collected (tax only)	85%
14	Outcome	Average number of days to resolve a dispute of an audit assessment	175
15	Output	Number of audits completed	33,350

Information Services Program

16	Outcome	Information technology costs as a percent of total agency costs	5.11%
17	Outcome	Information technology positions as a percent of total agency positions	2.97%

Property Tax Administration Program

		Property Tax Collection Oversight Service	
18	Outcome	Percent of refund and tax certificate applications processed within 30 days of receipt	98%
19	Outcome	Refund requests per 100,000 parcels	31.4
20	Output	Number of refund and tax certificate applications processed	4,000
		Property Tax Roll Oversight Service	

**Senate Approved Agency Performance
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Fiscal Year 2001-2002**

No.	Measure Type	Performance Measure	2001-02 Standard
21	Outcome	Percent of classes studied found to have a level of at least 90 percent	97%
22	Outcome	Taxroll uniformity - average for coefficient of dispersion	11.1%
23	Output	Number of subclasses of property studied with feedback to property appraisers	4,400
		Truth in Millage Compliance Service	
24	Outcome	Percent of taxing authorities in total or substantial truth in millage compliance on initial submission	97.6%
25	Output	Number of taxing authority TRIM packages reviewed and evaluated for compliance	619

Child Support Enforcement Program

		Child Support Order Establishment Service	
26	Outcome	Percent of IV-D cases with a court order for support (federal definition)	50.0%
27	Outcome	Percent of children with paternity established (federal definition)	83.0%
28	Output	Number of cases with a newly established court order	43,800
		Child Support Payment Collection and Distribution Service	
29	Outcome	Total child support dollars collected per \$1 of total expenditures (federal definition)	\$3.99
30	Outcome	Percent of State Disbursement Unit Collections disbursed within 2 business days of receipt	95.5%
31	Output	Total number of support collections distributed	6,374,000
		Child Support Enforcement Service	
32	Outcome	Percent of current support collected (federal definition)	50.0%
33	Outcome	Percent of cases with arrears due that are paying toward arrears (federal definition)	40.0%
34	Outcome	Number of cases that received a payment during the year	272,000
		Child Support Customer Service	
35	Outcome	Percent of calls answered by customer service units	70%
36	Output	Number of calls answered by customer service units	3,600,000

Department of State

Office of the Secretary and Administrative Services Program

No.	Measure Type	Performance Measure	2001-02 Standard
		Advocating International Business Partnerships	
1	Outcome	Percent of clients who indicate assistance is very responsive, as measured by survey	60%
2	Outcome	Percent of overseas clients who indicate assistance is very responsive	96%
3	Outcome	Percent of volunteer-consultants who would volunteer again	97%
4	Outcome	Ratio of donated services and contributions to the amount of state funding	1.5:1
5	Output	Number of trade/cultural missions	6
6	Output	Number of Consular Corps credentials issued	30
7	Output	Number of sister cities/sister state grants approved	10
8	Output	Number of volunteer technical assistance missions to Central America and the Caribbean (FAVA/CA)	120
9	Output	Number of international and domestic development missions (FAVA/CA)	24

Elections Program

		Election Records, Laws and Code Service	
10	Outcome	Percent of survey respondents satisfied with services (quality and timeliness of response)	90%
11	Outcome	Percent of campaign treasurer report detail information released on the Internet within 7 days	93%
12	Outcome	Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)	98%
13	Output	Number of campaign reports received/processed	7000
14	Output	Number of attendees at training, workshops, and assistance events	615
15	Output	Number of Internet website hits	3,000,000
16	Output	Number of candidates, committees and members of the public requesting service	TBD

Historical Resources Program

17	Outcome	Number of copies or viewings of publications, including Internet website hits	4,000,000
18	Outcome	Total local funds leveraged by historical resources program	\$180,135,532
19	Outcome	Percent of customers satisfied with the quality/timeliness of technical assistance provided	96%
20	Output	Number of grants awarded	246
21	Output	Number of dollars awarded through grants	\$19,000,000
22	Output	Number of attendees at produced and sponsored events	3,675,000

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No.	Measure Type	Performance Measure	2001-02 Standard
23	Output	Number of publications and multimedia products available for the general public	360
		Historic Museums Conservation	
24	Outcome	Percent of Museum of Florida History visitors rating the experience good or excellent	89%
25	Output	Number of museum exhibits	72
26	Output	Number of visitors to state historic museums	200,000
27	Output	Citizens Served - Historic Museums	TBD
		Historic Properties Preservation	
28	Outcome	Total number of properties protected or preserved	7,900
29	Output	Number of preservation services applications reviewed	9,875
30	Output	Citizens Served - Historic Properties	TBD
		Archaeological Research	
31	Outcome	Total number of historic and archaeological sites recorded in the Master Site File	135,000
32	Output	Number of historic and archaeological objects maintained for public use (groups of objects maintained in State archaeological collections, R.A.Gray Bldg.)	130,000
33	Output	Citizens Served - Archeological Research	TBD

Corporations Program

34	Outcome	Percent of client satisfaction with the division's services	91%
35	Output	Average cost/corporate filing	\$4.85
36	Output	Average cost/Uniform Commercial Code filing	\$1.75
37	Output	Average cost/inquiry	\$.05
38	Output	Percent of total inquiries handled by telephone	10%
39	Output	Percent of total inquiries handled by mail/walk-ins	5%
40	Output	Percent of total inquiries handled by electronic means	85%

Library and Information Services Program

41	Outcome	Annual increase in the use of local public library service	2%
42	Outcome	Annual increase in the usage of research collections (State Library)	3%
43	Outcome	Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics	\$58,000,000
44	Outcome	Customer satisfaction with relevancy and timeliness of research response	96%/96%
45	Outcome	Customer satisfaction with Records Management technical assistance, training, and Records Center services	100%/98%
46	Outcome	Customer satisfaction with accuracy and timeliness of library consultant responses	98%
47	Output	Number of items loaned by public libraries	73,452,672
48	Output	Number of library customer visits	48,646,800

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No.	Measure Type	Performance Measure	2001-02 Standard
49	Output	Number of public library reference requests	26,576,456
50	Output	Number of public library registered borrowers	7,549,670
51	Output	Number of persons attending public library programs	2,878,876
52	Output	Number of volumes in public library collections	26,330,221
53	Output	Number of new users (State Library, State Archives)	6,053
54	Output	Number of reference requests handled (State Library, State Archives)	136,707
55	Output	Number of database searches conducted (State Library, State Archives)	1,019,994
56	Output	Number of items loaned (State Library)	58,379
57	Output	Cubic feet of obsolete public records approved for disposal	510,000
58	Output	Cubic feet of non-current records stored at the Records Center	220,000
59	Output	Number of microfilm images created, processed, and/or duplicated at the Records Center	160,000,000
60	Output	Number of library, archival and records management activities conducted	TBD

Cultural Affairs Program

		Executive Direction and Support Services	
61	Outcome	Percent of program administration and support costs and positions compared to total program costs and positions	TBD
		Cultural Support and Development Grants	
62	Outcome	Attendance at supported cultural events	22,100,000
63	Outcome	Number of individuals served by professional associations	4,000,000
64	Outcome	Total local financial support leveraged by state funding	\$381,100,000
65	Outcome	Number of children attending school-based, organized cultural events	4,500,000
66	Output	Number of capital grants awarded	27
67	Output	Number of program grants awarded	754
68	Output	Dollars awarded through capital grants	\$12,000,000
69	Output	Dollars awarded through program grants	\$16,625,872
70	Output	Percent of counties funded by the program	88.1%
71	Output	Percent of large counties (N=34; population greater than 75,000) funded by the program	97.0%
72	Output	Percent of small counties (N=33; population less than 75,000) funded by the program	78.8%
73	Output	Number of state-supported performances and exhibits	24,050
74	Output	Number of individuals attending cultural events or served by professional associations	TBD

Licensing Program

		Compliance and Enforcement	
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**Senate Approved Agency Performance
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Fiscal year 2001-02**

No.	Measure Type	Performance Measure	2001-02 Standard
75	Outcome	Percent of license revocations or suspensions initiated within 20 days after receipt of disqualifying information (all license types)	85%
76	Outcome	Percent of security, investigative, and recovery licenses issued within 90 days after receipt of an application	87%
77	Outcome	Percent/number of concealed weapon/firearm licenses issued within 90-day statutory timeframe without fingerprint results	7%/1,978
78	Outcome	Number of default concealed weapon/firearm licensees with prior criminal histories	339
79	Outcome	Percent of security, investigative, and recovery investigations completed within 60 days	94%
80	Outcome	Percent of security, investigative, and recovery inspections completed within 30 days	94%
81	Outcome	Percent of concealed weapon/firearm violators to licensed population	0.07%
82	Outcome	Percent of security, investigative, and recovery violators to licensed population	1.3%
83	Output	Average cost of concealed weapon/firearm application processed	\$33
84	Output	Average cost of security, investigative, and recovery application processed	\$53
85	Output	Average cost of security, investigative, and recovery investigation	\$1,550
86	Output	Average cost of security, investigative, and recovery compliance inspection	\$325
87	Output	Average cost of administrative action (revocation, fine, probation, and compliance letters)	\$325
88	Output	Number of investigations performed (security, investigative, and recovery complaint and agency-generated inspections)	1,600
89	Output	Number of compliance inspections performed (security, investigative, and recovery licensee/new agency inspections and random inspections)	1,900

Historic Pensacola Preservation Program

		Historic Properties Management	
90	Outcome	Number of visitors to board-managed properties	150,000
91	Output	Number of consultations to city and county governments	550
92	Output	Total acreage of historic properties maintained	8.75
93	Output	Total square footage of historic properties maintained	108,600
93	Output	Number of visitors to board-managed properties	TBD

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Supreme Court

No.	Measure Type	Performance Measure	2001-02 Standard
		Initial Death Penalty Appeals	
1	Outcome	Percentage of cases disposed within 2 years of filing	TBD
2	Outcome	Percentage of cases disposed within 365 days of perfection	TBD
3	Outcome	Clearance rate	TBD
4	Outcome	Average number of active pending cases	TBD
5	Outcome	Number of cases disposed	TBD
		Post-Conviction Death Penalty Appeals	
6	Outcome	Percentage of cases disposed within 365 days of filing	TBD
7	Outcome	Clearance rate	TBD
8	Outcome	Average number of active pending cases	TBD
9	Output	Number of cases disposed	TBD
		Other Mandatory Review Jurisdiction Cases	
10	Outcome	Percentage of cases disposed within 365 days of filing	TBD
11	Outcome	Clearance rate	TBD
12	Outcome	Average number of active pending cases	TBD
13	Output	Number of cases disposed	TBD
		Discretionary Review Jurisdiction Cases	
14	Outcome	Percentage of cases disposed within 365 days of filing	TBD
15	Outcome	Clearance rate	TBD
16	Outcome	Average number of active pending cases	TBD
17	Output	Number of cases disposed	TBD
		Original Writ Petitions	
18	Outcome	Percentage of cases disposed within 365 days of filing	TBD
19	Outcome	Clearance rate	TBD
20	Outcome	Average number of active pending cases	TBD
21	Output	Number of cases disposed	TBD
		The Florida Bar Cases	
22	Outcome	Percentage of cases disposed within 365 days of filing	TBD
23	Outcome	Clearance rate	TBD
24	Outcome	Average number of active pending cases	TBD
25	Output	Number of cases disposed	TBD
		Other Original Jurisdiction Cases	
26	Outcome	Percentage of cases disposed within 365 days of filing	TBD
27	Outcome	Clearance rate	TBD
28	Outcome	Average number of active pending cases	TBD
29	Output	Number of cases disposed	TBD

District Court of Appeals

		Criminal Appeals and Petitions	
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No.	Measure Type	Performance Measure	2001-02 Standard
30	Outcome	Median number of days from filing to disposition for notices of appeal	TBD
31	Outcome	Median number of days from filing to disposition for petitions	TBD
32	Outcome	Clearance rate	TBD
33	Outcome	Percentage of cases disposed within 180 days of oral argument or conference	TBD
34	Output	Number of cases disposed	TBD
		Non-Criminal Appeals and Petitions	
35	Outcome	Median number of days from filing to disposition for notices of appeal	TBD
36	Outcome	Median number of days from filing to disposition for petitions	TBD
37	Outcome	Clearance rate	TBD
38	Outcome	Percentage of cases disposed within 180 days of oral argument or conference	TBD
39	Output	Number of cases disposed	TBD

Trial Courts

		Circuit - Criminal	
40	Outcome	Clearance rate	TBD
41	Output	Number of cases disposed	TBD
		Circuit - General Civil	
42	Outcome	Clearance rate	TBD
43	Output	Number of cases disposed	TBD
		Circuit - Domestic Relations	
44	Outcome	Clearance rate	TBD
45	Output	Number of cases disposed	TBD
		Circuit - Probate and Guardianship	
46	Outcome	Clearance rate	TBD
47	Output	Number of cases disposed	TBD
		Circuit - Juvenile Delinquency	
48	Outcome	Clearance rate	TBD
49	Output	Number of cases disposed	TBD
		Circuit - Juvenile Dependency	
50	Outcome	Clearance rate	TBD
51	Output	Number of cases disposed	TBD
		County - Criminal	
52	Outcome	Clearance rate	TBD
53	Output	Number of cases disposed	TBD
		County - Civil	
54	Outcome	Clearance rate	TBD
55	Output	Number of cases disposed	TBD

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No.	Measure Type	Performance Measure	2001-02 Standard
		County - Civil Traffic	
56	Outcome	Clearance rate	TBD
57	Output	Number of cases disposed	TBD