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**Department of Education  
Public Schools**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>K-12 Florida Education Finance Program (FEFP)</b>	
1	Outcome	Number/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%)
		<b>State Oversight and Assistance to Public Schools</b>	
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**

		<b>Community College Program</b>	
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%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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	Of the AA graduates who have not transferred to the State University System or an independent college or university, the number/percent who are found placed in an occupation identified as high wage/high skill on the Workforce Estimating Conference list	TBD
24	Outcome	Percent of prior year Florida high school graduates enrolled in community colleges	30%
25	Output	Number of AA degrees granted	29,000
26	Output	Number of students receiving college preparatory instruction	94,000
27	Output	Number of students enrolled in baccalaureate programs offered on community college campuses	13,000

**Workforce Development**

		<b>Workforce Development</b>	
	Outcome	Number/percent of vocational certificate occupational completion point completers who are found placed according to the following definitions:	

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
28	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%)
29	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%)
30	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%)
31	Outcome	Number/percent of associate in science degree and college-credit certificate program completers who are found placed according to the following definitions:	
32	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%)
33	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%)
34	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%)
35	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
36	Outcome	Number/percent of students attending workforce development programs which meet or exceed nationally recognized accrediting or certification standards.	TBD
37	Outcome	Number/percent of students completing workforce development programs which meet or exceed nationally recognized accrediting or certification standards.	TBD
38	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**

		<b>Educational &amp; General</b>	
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
39	Outcome	Graduation rate for First Time in College (FTIC) students, using a 6-year rate	61%
40	Outcome	Retention rate for FTIC students, using a 6-year rate	71%
41	Outcome	Graduation rate for AA transfer students, using a 4-year rate	69%
42	Outcome	Retention rate for AA transfer students, using a 4-year rate	80%
43	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%
44	Outcome	Pass rate on licensure/certification exams, for the first sitting	TBD
45	Outcome	Of the prior year graduates remaining in Florida, the percent employed at \$22,000 or more 1 year following graduation	64%
46	Outcome	Of those graduates remaining in Florida, the percent employed at \$22,000 or more 5 years following graduation	90%
47	Outcome	Percent of undergraduate students enrolled in graduate school upon completion of the baccalaureate degree	16%
48	Outcome	Externally generated research and training grant funds (federal, state, local, business, and industry) per state-funded ranked faculty full-time equivalent	\$97,196
49	Outcome	Average number of articles in Institute for Scientific Information Publication Count per ranked faculty	0.7
50	Outcome	For IFAS only, the percent of public service projects where the beneficiary is satisfied or highly satisfied with the extension assistance	98%
51	Outcome	Of the total instructional effort by level, the percent of effort provided by faculty:	
52	Outcome	(I) Lower level	35%
53	Outcome	(II) Upper level	50%
54	Outcome	(III) Graduate	55%
55	Outcome	Percent of qualified Florida students, those applicants meeting BOR admission standards, admitted as FTIC students	95%
56	Outcome	Percent of FTIC students admitted as student profile assessments	10%
57	Outcome	Number/percent of student profile assessments who are out-of-state students	363 (10%)
58	Outcome	Of total faculty effort allocated for public service, the percent devoted to public schools	25%
59	Outcome	Number/percent of baccalaureate degree recipients who are found placed in an occupation identified as high wage/high skill on the Workforce Estimating Conference list	TBD
60	Output	Number of degrees granted, baccalaureate	37,982
61	Output	Number of degrees granted, masters	11,008

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
62	Output	Number of degrees granted, doctoral	1,255
63	Output	Number of degrees granted, professional	1,170

**Postsecondary Education Planning Commission  
(PEPC)**

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

		<b>Student Financial Aid Programs</b>	
65	Outcome	Percent of high school graduates who successfully completed the 19 core credits (Bright Futures)	63%
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 (Bright Futures)	TBD
67	Outcome	Graduation rate of FTIC award recipients, by delivery system (Bright Futures)	TBD
68	Outcome	Percent of high school graduates attending Florida postsecondary institutions (Bright Futures)	52%
69	Output	Number of Bright Futures recipients	100,397
70	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
71	Outcome	Graduation rate of FTIC award recipients, by delivery system (Florida Student Assistance Grant)	TBD
72	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**

73	Outcome	Retention rate of First Time in College (FTIC) award recipients, using a 6-year rate (Florida Resident Access Grant - FRAG)	TBD
74	Outcome	Graduation rate of FTIC award recipients, using a 6-year rate (Florida Resident Access Grant - FRAG)	TBD
75	Output	Number of degrees granted by level for FRAG recipients and contract program recipients (Florida Resident Access Grant - FRAG)	TBD
76	Outcome	Retention rate of award recipients (Delineate by: Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	TBD

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
77	Outcome	Graduation rate of award recipients (Delineate by: Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	TBD
78	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
79	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
80	Outcome	Licensure/certification rates of award recipients, (where applicable), (Delineate by: Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD
81	Outcome	Number/percent of baccalaureate degree recipients who are found placed in an occupation identified as high wage/high skill on the Workforce Estimating Conference list (This measure would be for each Academic Contract and for the Florida Resident Access Grant)	TBD
82	Output	Number of prior year's graduates (Delineate by: Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD
83	Output	Number of prior year's graduates remaining in Florida (Academic Contracts)	TBD
84	Output	Number of FTIC students, disaggregated by in-state and out-of-state (Historically Black Colleges and Universities)	TBD

**Vocational Rehabilitation Program**

85	Outcome	Number/percent of customers gainfully employed (rehabilitated) at least 90 days	11,500 (65%)
86	Outcome	(I) Of VR significantly disabled	9,775 (58.5%)
87	Outcome	(II) Of all other VR disabled	1,725 (77%)
88	Outcome	Number/percent of VR customers placed in competitive employment	11,200 (97.5%)
89	Outcome	Number/percent of VR customers retained in employment after 1 year	6,300 (67.5%)
90	Outcome	Average annual earning of VR customers at placement	\$14,463
91	Outcome	Average annual earning of VR customers after 1 year	\$15,999
92	Outcome	Percent of case costs covered by third-party payers	23%
93	Outcome	Average cost of case life (to division)	
94	Outcome	(I) For significantly disabled VR customers	\$3,350

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
95	Outcome	(II) For all other disabled VR customers	\$400
96	Outcome	Number of customers reviewed for eligibility	29,000
97	Output	Number of individualized written plans for services	24,500
98	Output	Number of active cases	37,500
99	Output	Customer caseload per counselor	125
100	Output	Percent of eligibility determinations completed in compliance with federal law	95%

**Blind Services Program**

101	Outcome	Number/percent of rehabilitation customers gainfully employed at least 90 days.	847 (68.3%)
102	Outcome	Number/percent rehabilitation customers placed in competitive employment.	654 (64.3%)
103	Outcome	Projected average annual earnings of rehabilitation customers at placement.	\$13,500
104	Outcome	Number/percent successfully rehabilitated older persons, non-vocational rehabilitation.	1,400 (55.2%)
105	Outcome	Number/percent of customers (children) successfully rehabilitated/transitioned from pre-school to school.	36 (67.3%)
106	Outcome	Number/percent of customers (children) successfully rehabilitated/transitioned from school to work.	47 (26.5%)
107	Output	Number of customers reviewed for eligibility	2,035
108	Output	Number of written plans for services	1,425
109	Output	Number of customers served	13,100
110	Output	Average time lapse (days) between application and eligibility determination for rehabilitation customers	69
111	Output	Customer caseload per counseling/case management team member	114
112	Output	Cost per Library customer served	\$19.65
113	Output	Number of blind vending food service facilities supported	153
114	Output	Number of existing food service facilities renovated	10
115	Output	Number of new food service facilities constructed	5
116	Output	Number of Library customers served	45,000
117	Output	Number of Library items (Braille and recorded) loaned	1.2 m.



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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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 Medicaid recipients voluntarily selecting managed care plan	50%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
17	Outcome	Percent of complaints of HMO patient dumping received that are investigated	100.0%
18	Outcome	Percent of facility patient dumping complaints confirmed	TBD
19	Output	Number of complaints of facility patient dumping received that are investigated	TBD
20	Output	Number of practitioner complaints determined legally sufficient	6,000
21	Output	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (nolle prosequere)	1,389
22	Output	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (letters of guidance)	1,193
23	Output	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (notice of noncompliance)	9
24	Output	Number of legally sufficient practitioner complaints resolved by findings of probable cause - (issuance of citation for minor violations)	225
25	Output	Number of legally sufficient practitioner complaints resolved by findings of stipulations or informal hearings	1,500
26	Output	Number of legally sufficient practitioner complaints resolved by findings of formal hearings	30
27	Output	Average number of practitioner complaint investigations per FTE	227
28	Output	Number of inquiries to the call center regarding practitioner licensure and disciplinary information	25,000
29	Output	Number of facility emergency actions taken	89
30	Output	Total number of full facility quality-of-care surveys conducted	6,054
31	Output	Average processing time (in days) for Statewide Provider and Subscriber Assistance Panel cases	58
32	Output	Number of construction reviews performed (plans and construction)	4,050
33	Output	Number of new enrollees provided choice counseling	520,000

**Health Care Services Program**

		<b>Children's Special Health Care (KidCare)</b>	
34	Outcome	Percent of eligible uninsured children who receive health benefits coverage	100%
35	Outcome	Percent of children enrolled with up-to-date immunizations	85%
36	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%
37	Outcome	Percent of families satisfied with the care provided under the program	90%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
38	Outcome	Percent of hospitalizations for conditions preventable by good ambulatory care	7.3%
39	Output	Total number of uninsured children enrolled in Kidcare	391,662
40	Output	Number of uninsured children enrolled in Florida Healthy Kids	255,347
41	Output	Number of uninsured children enrolled in Medikids	29,306
42	Output	Number of uninsured children enrolled in Children's Medical Services Network	6,328
		<b>Executive Direction and Support Services</b>	
43	Outcome	Percent of program administrative costs compared to total program costs	1.5%
44	Output	Average number of days between receipt of clean Medicaid claim and payment	11
45	Output	Number of Medicaid claims received	127,308,211
		<b>Medicaid Services to Individuals</b>	
46	Outcome	Percent of women receiving adequate prenatal care	85.0%
47	Outcome	Neonatal mortality rate per 1,000	4.7
48	Outcome	Average number of months between pregnancies for those receiving family planning services	37.4
49	Outcome	Percent of eligible children who received all required components of EPSDT screen	64%
50	Outcome	Percent of hospitalizations that are preventable by good ambulatory care	12%
51	Outcome	Number of children ages 1-20 enrolled in Medicaid	1,425,747
52	Output	Number of children receiving EPSDT services	215,732
53	Output	Number of hospital inpatient services provided to children	72,169
54	Output	Number of physician services provided to children	4,457,005
55	Output	Number of prescribed drugs provided to children	4,130,193
56	Output	Number of hospital inpatient services provided to elders	95,930
57	Output	Number of physician services provided to elders	1,506,999
58	Output	Number of prescribed drugs provided to elders	10,584,520
59	Output	Number of uninsured children enrolled in the Medicaid Expansion	11,532
60	Output	Number of uninsured children enrolled in Medicaid as a result of outreach efforts	85,000
		<b>Medicaid Long Term Care</b>	
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)	574,440
		<b>Medicaid Prepaid Health Plan</b>	

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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%
66	Output	Number of case months services purchased (elderly and disabled)	1,104,960
67	Output	Number of case months services purchased (families)	5,037,060

**Department of Children and Family Services  
Executive Leadership Program**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
1	Outcome	Administrative cost as a percent of total program costs	.35%

**Support Services Program**

		<b>Information Technology</b>	
2	Outcome	Information technology cost as a percent of total agency costs	4.5%
		<b>Assistant Secretary for Administration</b>	
3	Outcome	Administrative cost as a percent of total agency costs	1.25%
		<b>District Administration</b>	
4	Outcome	Administrative cost as a percent of total agency costs	1.8%

**Family Safety Program**

		<b>Child Care Regulation and Information</b>	
5	Outcome	Percent of licensed child care facilities and homes with no class 1 (serious) violations during their licensure year	98%
6	Output	Number of facilities and homes licensed	5,692
7	Output	Number of training certificates issued to child care provider staff	53,000
		<b>Adult Protection</b>	
8	Outcome	Percent of protective supervision cases in which no report alleging abuse, neglect or exploitation is received while the case is open	97%
9	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%
10	Output	Number of investigations	38,560
11	Output	Number of people receiving protective services	11,813
12	Output	Number of individuals counseled (emergency shelter supports)	170,000
		<b>Child Abuse Prevention and Intervention</b>	
13	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%
14	Outcome	Per capita child abuse rate	23/1,000
15	Output	Number of children in families served	120,000
16	Output	Number of families served in Healthy Families	6,962
		<b>Child Protection and Permanency</b>	
17	Outcome	Percent of children who have no findings of child maltreatment within 1 year of case closure from services	95%
18	Outcome	Percent of children reunified with family who return to foster care within 1 year of case closure	3%
19	Outcome	Percent of children not abused or neglected during services	97%
20	Outcome	Percent of children who exited out-of-home care by the 12th month	40%

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21	Outcome	Percent of cases reviewed by supervisors in accordance with department timeframes for early warning system	100%
22	Outcome	Percent of investigations commenced within 24 hours	100%
23	Outcome	Percent of investigations completed within 60 days	100%
24	Outcome	Percent of foster homes that exceed their licensed capacity without a current waiver	0%
25	Outcome	Percent of case plans completed within 60 days after the child is removed from the home	100%
26	Outcome	Percent of children who are adopted of the number of children legally available for adoption	90%
27	Output	Number of investigations	201,797
28	Output	Children receiving adoptive services	4,177
29	Output	Number of children receiving adoption subsidies	14,322
30	Output	Number of children under protective supervision (point in time)	29,116
31	Output	Number of children in out-of-home care	35,500
		<b>Florida Abuse Hotline</b>	
32	Outcome	Percent of calls made to the Florida Abuse Hotline that were abandoned	5%
33	Output	Calls answered	377,150
34	Output	Number of calls to the hotline	397,000
		<b>Program Management and Compliance</b>	
35	Outcome	Administrative costs as a percent-of total program costs	5.9%

**Persons with Disabilities Program**

		<b>Developmental Services Public Facilities</b>	
36	Outcome	Annual number of significant reportable incidents per 100 persons with developmental disabilities living in developmental services institutions	24
37	Outcome	Percent of people with improved quality of life	50%
38	Outcome	Percent of people on the waiting list who receive services within 12 months	100%
39	Output	Number of adults incompetent to proceed provided competency training and custodial care in the Mentally Retarded Defendants Program	141
40	Output	Number of adults receiving services in developmental services institutions	1,419
		<b>Home and Community Services</b>	
41	Outcome	Percent of people receiving home and community services with improved quality of life (waiver and non-waiver)	57%
42	Outcome	Percent of people who are employed in integrated settings	31%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
43	Outcome	Percent of people on the waiting list who receive services within 12 months	100%
44	Output	Number of people served in the community (not in private ICF/DDs)	33,340
45	Output	Number of people served in private facilities	2,084
46	Output	Number of persons with disabilities served in supported living	2,720
		<b>In-Home Services for Disabled Adults</b>	
47	Outcome	Percent of adults with disabilities receiving services who are not placed in a nursing home	99%
48	Output	Number of disabled adults provided in-home supports	4,655
		<b>Program Management and Compliance</b>	
49	Outcome	Administrative cost as a percent of total program costs	2.14%

**Mental Health Program**

		<b>Violent Sexual Predator</b>	
50	Outcome	Percent of "meets criteria" determinations that result in detention past adversarial probable cause hearing	100%
51	Output	Number of sexual predators assessed	2,720
52	Output	Number of individuals served (treatment)	479
		<b>Adult Community Mental Health Services</b>	
53	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
54	Outcome	Average annual days worked for pay for adults with a serious and persistent mental illness	40
55	Outcome	Percent of adults in mental health crisis not readmitted within 30 days	97%
56	Outcome	Percent of adults with forensic involvement who violate their conditional release under chapter 916, Florida Statutes, and are recommitted	2%
57	Outcome	Average annual number of days spent in the community (not in institutions or other facilities) for adults with forensic involvement	310
58	Output	Number of Adults with a serious and persistent mental Illness in the community served	62,261
59	Output	Number of adults in mental health crisis served	47,800
60	Output	Number of adults with forensic involvement served	1,055
		<b>Children's Mental Health</b>	
61	Outcome	Percent of children with mental illness restored to competency and recommended to proceed with a judicial hearing	90%
62	Outcome	Percent of children with mental retardation restored to competency and recommended to proceed with a judicial hearing	68%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
63	Outcome	Annual days serious emotionally disturbed (SED) children (excluding those in juvenile justice facilities) spend in the community	341
64	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
65	Outcome	Projected annual days emotionally disturbed (ED) children (excluding those in juvenile justice facilities) spend in the	353
66	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
67	Output	Number of children served who are incompetent to proceed	266
68	Output	Number of SED children served	40,517
69	Output	Number of ED children served	21,284
70	Output	Number of at risk children served	3,256
		<b>Adult Mental Health Treatment Facilities</b>	
71	Outcome	Percent of civil commitment patients who improve mental health based on the Positive and Negative Syndrome Scale	78%
72	Output	Number of people in civil commitment served	2,350
73	Output	Number of adults in forensic commitment served	1,841
74		<b>Program Management and Compliance</b>	
75	Outcome	Administrative cost as a percent of total program costs	1.6%

**Substance Abuse Program**

		<b>Program Management and Compliance</b>	
76	Outcome	Administrative cost as a percent of total program costs	3.2%
		<b>Child Substance Abuse Prevention, Evaluation and Treatment Services</b>	
77	Outcome	Percent of children with substance abuse who complete treatment	72%
78	Outcome	Percent of children with substance abuse who are drug free during the 12 months following completion of treatment	52%
79	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%
80	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%



**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
81	Output	Number of children with substance abuse problems served	55,000
82	Output	Number of at-risk children served in targeted prevention	7,000
83	Output	Number of prevention services to children at risk	7,483
		<b>Adult Substance Abuse Prevention, Evaluation, and Treatment Services</b>	
84	Outcome	Percent of adults who are drug free during the 12 months following completion of treatment	54%
85	Outcome	Percent of adults employed upon discharge from treatment services	68%
86	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%
87	Outcome	Percentage of adults in child welfare protective supervision who have case plans requiring substance abuse treatment who received treatment	55%
88	Outcome	Percent of adults who complete treatment	69%
89	Output	Number of adults served	124,400

**Economic Self-Sufficiency Program**

		<b>Comprehensive Eligibility Services</b>	
90	Outcome	Percent of all applications processed within time standards	99%
91	Outcome	Percent of Food Stamp benefits determined accurately	93%
92	Outcome	Percent of cash assistance benefits determined accurately	94%
93	Output	Total number of applications	2,943,800
		<b>Fraud Prevention and Benefit Recovery</b>	
94	Outcome	Percent of suspected fraud cases referred that result in front-end fraud prevention savings	70%
95	Output	Number of fraud investigations completed	20,000
96	Output	Return on investment from fraud prevention/benefit recovery	TBD
		<b>Special Assistance Payments</b>	
97	Outcome	Percent of Optional State Supplementation (OSS) applications processed within time standards	98%
98	Output	Number of applications processed for Optional State Supplementation payments	7,100
99	Output	Number of beds per day available for the homeless clients	475
		<b>Welfare Transition and Employment Supports</b>	
100	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%
101	Outcome	Percent of cash and welfare-transition clients who need child care who receive subsidized child care services	100%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
102	Outcome	Percent of working poor clients (nonwelfare-transition) who receive subsidized child care services	71%
103	Output	Number of cash assistance participants referred to the regional workforce development boards	117,370
104	Output	Number of children who received subsidized child care services	147,085
105	Output	Number of cash assistance applications	381,145
		<b>Refugees</b>	
106	Outcome	Percent of Refugee Assistance cases accurately closed at 8 months or less	98%
107	Output	Number of refugee cases closed	9,234
108	Output	Number of refugee cases	38,200
		<b>Program Management and Compliance</b>	
109	Outcome	Administrative cost as a percent of total program costs	2.2%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Comprehensive Eligibility Services</b>	
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
		<b>Home and Community Services</b>	
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 (LTC initiatives)	815
21	Output	Number of elders served (meals, nutrition education and nutrition counseling)	75,815

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
22	Output	Number of elders served (residential assisted living support and elder housing issues)	2,760
23	Output	Number of elders served (self care)	119,580
24	Output	Number of elders served (supported community care)	49,551
		<b>Executive Direction and Support Services</b>	
25	Outcome	Percent of agency administration costs and positions compared to total agency cost and positions	2.7%/21.2%
26	Outcome	Percent of Assisted Living Facility and Adult Family Care Home participants passing the competency test	80%
		<b>Consumer Advocate Services</b>	
27	Outcome	Percent of complaint investigations initiated by the ombudsman within 5 working days	90%
28	Outcome	Percent of service activity on behalf of frail or incapacitated elders initiated by public guardianship within 5 days of receipt of request	90%
29	Output	Number of judicially approved guardianship plans	435
30	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
		<b>Executive Direction and Support Service</b>	
1	Outcome	Percent of agency administrative costs and positions compared to total agency costs and positions	1.24%/10%
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
		<b>Information Technology</b>	
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**

		<b>Family Health Services</b>	
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
		<b>Infectious Disease Prevention and Control</b>	

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Environmental Health</b>	
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
		<b>County Health Department</b>	
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
		<b>Statewide Health Support Services</b>	
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**

		<b>Medical Quality Assurance</b>	
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%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
48	Output	Number of unlicensed individuals investigated	400
49	Output	Number of licenses and renewals issued	547,703
		<b>Community Health Resources</b>	
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 annually	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 Program**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Veterans' Homes</b>	
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
		<b>Veterans' Claims</b>	
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
		<b>Veterans' Field Services</b>	
7	Outcome	Value of cost avoidance because of issue resolution	\$4,869,072
8	Output	Number of veterans served	199,950
		<b>Executive Direction and Support Services</b>	
9	Outcome	Percent of agency administration and support costs and positions compared to total agency costs and positions	8%/9.3%



**Department of Corrections  
Security and Institutional Operations**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Custody Operations</b>	
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	100%
		<b>Road Prison Operations</b>	
6	Outcome	Annual cost savings to the state for using inmate labor for maintenance of state rights-of-way	TBD
		<b>Public Service Worksquads and Work Release Transition</b>	
7	Outcome	Percent of available inmates who work	85.7%
8	Output	Number of available work assignments	35,712
9	Output	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
		<b>Correctional Facilities Maintenance and Repair</b>	
12	Outcome	Per diem cost of correctional facilities maintenance and repair	4.03
		<b>Offender Management and Control</b>	
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	100%
15	Output	Number of new inmates received and oriented	26,892
		<b>Information Technology</b>	
16	Outcome	Percent program information technology costs compared to total program costs	0.9%
		<b>Executive Direction and Support Services</b>	
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%

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

No.	Measure Type	Performance Measure	2001-02 Standard
		<b>Health Care Program</b>	
		<b>Inmates Health Services</b>	
	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

**Community Corrections Program**

		<b>Offender Management and Control</b>	
23	Output	Score sheets processed	0
		<b>Offender Supervision</b>	
24	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%
25	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%
26	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%
27	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%
28	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:	
29		Revoked - number	35,656
30		- percentage	42.0%
31		Absconded - number	3,450
32		- 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:	
33		To prison	99.0%
34		To supervision	94.0%

**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
35	Outcome	Percent of court-ordered amounts collected from offenders on community supervision only by DOC for restitution	52.0%
36	Outcome	Percent of court-ordered amounts collected from offenders on community supervision only by DOC for other court-ordered costs	34.0%
37	Outcome	Percent of court-ordered amounts collected from offenders on community supervision only by DOC for costs of supervision	63.0%
38	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:	
39		Administrative - 0.0	TBD
40		Minimum - 1.0	TBD
41		Medium - 1.5	TBD
42		Maximum - 2.0	TBD
43		Sex Offenders - 3.0	TBD
44		Community Control - 8.0	TBD
		<b>Adult Substance Abuse Prevention, Evaluation and Treatment</b>	
45	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%
46	Output	Substance abuse tests administered to offenders being supervised in the community	438,637
		<b>Information Technology</b>	
47	Outcome	Percent program information technology costs compared to total program costs	0.1%
		<b>Community Facilities Operations</b>	
48	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**

		<b>Basic Education Skills</b>	
49	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%
50	Outcome	Percent of inmates who successfully complete mandatory literacy programs	50.0%
51	Outcome	Percent of inmates who successfully complete GED education programs	11.0%
52	Outcome	Percent of inmates who need special education programs who participate in special education (federal law) programs	92.0%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
53	Outcome	Percent of inmates who successfully complete vocational education programs	30.0%
54	Outcome	Average increase in grade level achieved by inmates participating in educational programs per instructional period (3 months)	0.5
		<b>Adult Substance Abuse Prevention, Evaluation and Treatment Services</b>	
55	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%
56	Outcome	Percentage of inmates who have completed drug treatment without subsequent recommitment to community supervision or prison within 24 months after release	73.0%
57	Outcome	Percent of inmates who need programs and successfully complete Drug Abuse Education/Treatment programs	34.0%
		<b>Adult Offender Transition, Rehabilitation and Support</b>	
58	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%
59	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%
60	Output	Number of transition plans completed for inmates released from prison	23,289
61	Output	Percent of transition plans completed for inmates released from prison	96.0%
62	Output	Percent of inmates participating in religious programming	18.0%

**Department Administration**

		<b>Executive Direction and Support</b>	
63	Outcome	Administrative support costs as a percent of total agency costs	3.0%
64	Outcome	Administrative support positions as a percent of total agency positions	2.7%
		<b>Business Service Center</b>	
65	Outcome	Administrative support costs as a percent of total agency costs	3.0%
66	Outcome	Administrative support positions as a percent of total agency positions	2.7%
		<b>Information Technology</b>	
67	Outcome	Percent agency information technology costs compared to total agency costs	0.4%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Florida Corrections Commission</b>	
68	Outcome	Percent of dollars saved as a direct result of Commission's recommendations	0.0%

**Justice Administration  
Justice Administrative Commission**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
<b>Criminal Prosecutions and Civil Actions</b>			
<b>For Each State Attorney</b>			
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

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
20	Outcome	Percent of dispositions by trial verdicts	See individual State Attorney
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

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Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
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
		<b>State Attorney - First Judicial Circuit</b>	
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
		<b>State Attorney - Second Judicial Circuit</b>	
73	Outcome	Percent of dispositions by trial verdicts	2.0%
74	Outcome	Percent of dispositions pleas	56.0%
75	Outcome	Percent of dispositions by non trial	1.0%
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



**Approved Agency Performance  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>State Attorney - Third Judicial Circuit</b>	
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
		<b>State Attorney - Fourth Judicial Circuit</b>	
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	88,691
95	Output	Number of felony criminal case referrals	26,689
96	Output	Number of juvenile criminal case referrals	12,271
		<b>State Attorney - Fifth Judicial Circuit</b>	
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	25,962
104	Output	Number of juvenile criminal case referrals	8,013
		<b>State Attorney - Sixth Judicial Circuit</b>	
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
		<b>State Attorney - Seventh Judicial Circuit</b>	
113	Outcome	Percent of dispositions by trial verdicts	1.3%
114	Outcome	Percent of dispositions pleas	55.6%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
115	Outcome	Percent of dispositions by non trial	11.5%
116	Outcome	Percent of dispositions by otherwise	31.6%
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
		<b>State Attorney - Eighth Judicial Circuit</b>	
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%
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
		<b>State Attorney - Ninth Judicial Circuit</b>	
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
		<b>State Attorney - Tenth Judicial Circuit</b>	
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	50,630
143	Output	Number of felony criminal case referrals	19,100
144	Output	Number of juvenile criminal case referrals	7,178
		<b>State Attorney - Eleventh Judicial Circuit</b>	
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%

**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>State Attorney - Twelfth Judicial Circuit</b>	
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
160	Output	Number of juvenile criminal case referrals	5,528
		<b>State Attorney - Thirteenth Judicial Circuit</b>	
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
		<b>State Attorney - Fourteenth Judicial Circuit</b>	
169	Outcome	Percent of dispositions by trial verdicts	1.5%
170	Outcome	Percent of dispositions pleas	93.0%
171	Outcome	Percent of dispositions by non trial	2.0%
172	Outcome	Percent of dispositions by otherwise	3.5%
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
		<b>State Attorney - Fifteenth Judicial Circuit</b>	
177	Outcome	Percent of dispositions by trial verdicts	2.1%
178	Outcome	Percent of dispositions pleas	52.2%
179	Outcome	Percent of dispositions by non trial	19.5%
180	Outcome	Percent of dispositions by otherwise	26.2%
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

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>State Attorney - Sixteenth Judicial Circuit</b>	
185	Outcome	Percent of dispositions by trial verdicts	2.1%
186	Outcome	Percent of dispositions pleas	59.9%
187	Outcome	Percent of dispositions by non trial	7.3%
188	Outcome	Percent of dispositions by otherwise	31.6%
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
		<b>State Attorney - Seventeenth Judicial Circuit</b>	
193	Outcome	Percent of dispositions by trial verdicts	2.0%
194	Outcome	Percent of dispositions pleas	65.0%
195	Outcome	Percent of dispositions by non trial	6.0%
196	Outcome	Percent of dispositions by otherwise	27.0%
197	Outcome	Annual attorney turnover rates	17.7%
198	Output	Number of misdemeanor criminal case referrals	87,038
199	Output	Number of felony criminal case referrals	32,756
200	Output	Number of juvenile criminal case referrals	14,450
		<b>State Attorney - Eighteenth Judicial Circuit</b>	
201	Outcome	Percent of dispositions by trial verdicts	1.5%
202	Outcome	Percent of dispositions pleas	58.8%
203	Outcome	Percent of dispositions by non trial	6.0%
204	Outcome	Percent of dispositions by otherwise	33.7%
205	Outcome	Annual attorney turnover rates	25.0%
206	Output	Number of misdemeanor criminal case referrals	41,323
207	Output	Number of felony criminal case referrals	16,924
208	Output	Number of juvenile criminal case referrals	10,064
		<b>State Attorney - Nineteenth Judicial Circuit</b>	
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
		<b>State Attorney - Twentieth Judicial Circuit</b>	
217	Outcome	Percent of dispositions by trial verdicts	1.2%
218	Outcome	Percent of dispositions pleas	65.1%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
219	Outcome	Percent of dispositions by non trial	7.1%
220	Outcome	Percent of dispositions by otherwise	26.6%
221	Outcome	Annual attorney turnover rates	27.0%
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
		<b>Public Defender Trial</b>	
		<b>For Each Public Defender - Trial</b>	
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%
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
		<b>Public Defender Trial - First Judicial Circuit</b>	
243	Outcome	Annual attorney turnover rates	9.0%
244	Output	Number of cases investigated	39,682
245	Output	Number of appointed cases	39,682

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Public Defender Trial - Second Judicial Circuit</b>	
246	Outcome	Annual attorney turnover rates	9.0%
247	Output	Number of cases investigated	20,844
248	Output	Number of appointed cases	20,844
		<b>Public Defender Trial - Third Judicial Circuit</b>	
249	Outcome	Annual attorney turnover rates	19.0%
250	Output	Number of cases investigated	8,184
251	Output	Number of appointed cases	8,184
		<b>Public Defender Trial - Fourth Judicial Circuit</b>	
252	Outcome	Annual attorney turnover rates	12.0%
253	Output	Number of cases investigated	33,974
254	Output	Number of appointed cases	33,974
		<b>Public Defender Trial - Fifth Judicial Circuit</b>	
255	Outcome	Annual attorney turnover rates	9.0%
256	Output	Number of cases investigated	22,451
257	Output	Number of appointed cases	22,451
		<b>Public Defender Trial - Sixth Judicial Circuit</b>	
258	Outcome	Annual attorney turnover rates	8.0%
259	Output	Number of cases investigated	66,928
260	Output	Number of appointed cases	66,928
		<b>Public Defender Trial - Seventh Judicial Circuit</b>	
261	Outcome	Annual attorney turnover rates	10.0%
262	Output	Number of cases investigated	29,095
263	Output	Number of appointed cases	29,095
		<b>Public Defender Trial - Eighth Judicial Circuit</b>	
264	Outcome	Annual attorney turnover rates	9.0%
265	Output	Number of cases investigated	20,618
266	Output	Number of appointed cases	20,618
		<b>Public Defender Trial - Ninth Judicial Circuit</b>	
267	Outcome	Annual attorney turnover rates	12.0%
268	Output	Number of cases investigated	41,897
269	Output	Number of appointed cases	41,897
		<b>Public Defender Trial - Tenth Judicial Circuit</b>	
270	Outcome	Annual attorney turnover rates	15.0%
271	Output	Number of cases investigated	28,423
272	Output	Number of appointed cases	28,423
		<b>Public Defender Trial - Eleventh Judicial Circuit</b>	
273	Outcome	Annual attorney turnover rates	9.0%

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No.	Measure Type	Performance Measure	2001-02 Standard
274	Output	Number of cases investigated	98,669
275	Output	Number of appointed cases	98,669
		<b>Public Defender Trial - Twelfth Judicial Circuit</b>	
276	Outcome	Annual attorney turnover rates	18.4%
277	Output	Number of cases investigated	25,829
278	Output	Number of appointed cases	25,829
		<b>Public Defender Trial - Thirteenth Judicial Circuit</b>	
279	Outcome	Annual attorney turnover rates	16.0%
280	Output	Number of cases investigated	2,918
281	Output	Number of appointed cases	68,821
		<b>Public Defender Trial - Fourteenth Judicial Circuit</b>	
282	Outcome	Annual attorney turnover rates	9.0%
283	Output	Number of cases investigated	20,849
284	Output	Number of appointed cases	20,849
		<b>Public Defender Trial - Fifteenth Judicial Circuit</b>	
285	Outcome	Annual attorney turnover rates	10.0%
286	Output	Number of cases investigated	74,838
287	Output	Number of appointed cases	74,838
		<b>Public Defender Trial - Sixteenth Judicial Circuit</b>	
288	Outcome	Annual attorney turnover rates	22.0%
289	Output	Number of cases investigated	6,596
290	Output	Number of appointed cases	6,596
		<b>Public Defender Trial - Seventeenth Judicial Circuit</b>	
291	Outcome	Annual attorney turnover rates	8.0%
292	Output	Number of cases investigated	75,020
293	Output	Number of appointed cases	75,020
		<b>Public Defender Trial - Eighteenth Judicial Circuit</b>	
294	Outcome	Annual attorney turnover rates	17.0%
295	Output	Number of cases investigated	27,179
296	Output	Number of appointed cases	27,179
		<b>Public Defender Trial - Nineteenth Judicial Circuit</b>	
297	Outcome	Annual attorney turnover rates	25.0%
298	Output	Number of cases investigated	17,954
299	Output	Number of appointed cases	TBD
		<b>Public Defender Trial - Twentieth Judicial Circuit</b>	
300	Outcome	Annual attorney turnover rates	15.0%
301	Output	Number of cases investigated	20,452
302	Output	Number of appointed cases	20,452

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Public Defender Appellate</b>	
		<b>Second Judicial Circuit</b>	
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
		<b>Seventh Judicial Circuit</b>	
314	Outcome	Percentage of appeals resolved.	91.0%
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
		<b>Tenth Judicial Circuit</b>	
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



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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Eleventh Judicial Circuit</b>	
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
		<b>Fifteenth Judicial Circuit</b>	
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
		<b>Capital Collateral Regional Counsels</b>	
		<b>North Region</b>	
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

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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 new trials granted to death row inmates	TBD
366	Outcome	Number of new sentencing hearings granted	TBD
367	Outcome	Number of other appeals granted	TBD
368	Output	Number of death row cases investigated	77
369	Output	Average Number of hours per death row case investigated	TBD
370	Output	Average Number of hours per public records analysis	TBD
371	Output	Number of formal legal and background death row case record analyses made	TBD
372	Output	Number of witnesses and experts interviewed	TBD
373	Output	Number of death row case requests for public records made	77
374	Output	Number of death penalty inmate contacts made	TBD
375	Output	Average Number of hours per inmate contact made	TBD
376	Output	Number of evidentiary hearings which are authorized by statute	TBD
377	Output	Number of appellate actions which are authorized by statute	TBD
378	Output	Average Number of hours per evidentiary hearing	TBD
379	Output	Average Number of hours per appellate action	TBD
380	Output	Number of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
381	Output	Percent of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
382	Output	Number of requested extensions of time granted following court considerations	TBD
383	Output	Percent of requested extensions of time granted following court considerations	TBD
384	Output	Number of CCRC court issues not ruled on by the courts due to strength of at least one issue.	TBD
385	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
386	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

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
387	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
		<b>Middle Region</b>	
388	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%
389	Outcome	Number of decisions by the court to release a death row inmate	TBD
390	Outcome	Number of new trials granted to death row inmates	TBD
391	Outcome	Number of new sentencing hearings granted	TBD
392	Outcome	Number of other appeals granted.	TBD
393	Outcome	Percent of substantiated Bar grievances filed annually	TBD
394	Outcome	Annual attorney turnover rates	TBD
395	Outcome	Number of new trials granted to death row inmates	TBD
396	Outcome	Number of new sentencing hearings granted	TBD
397	Outcome	Number of other appeals granted	TBD
398	Output	Number of death row cases investigated	68
399	Output	Average Number of hours per death row case investigated	TBD
400	Output	Average Number of hours per public records analysis	TBD
401	Output	Number of formal legal and background death row case record analyses made	TBD
402	Output	Number of witnesses and experts interviewed	TBD
403	Output	Number of death row case requests for public records made	90
404	Output	Number of death penalty inmate contacts made	TBD
405	Output	Average Number of hours per inmate contact made	TBD
406	Output	Number of evidentiary hearings which are authorized by statute	TBD
407	Output	Number of appellate actions which are authorized by statute	TBD
408	Output	Average Number of hours per evidentiary hearing	TBD
409	Output	Average Number of hours per appellate action	TBD
410	Output	Number of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
411	Output	Percent of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit.	TBD
412	Output	Number of requested extensions of time granted following court considerations	TBD
413	Output	Percent of requested extensions of time granted following court considerations	TBD

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
414	Output	Number of CCRC court issues not ruled on by the courts due to strength of at least one issue.	TBD
415	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
416	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
417	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
		<b>South Region</b>	
418	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%
419	Outcome	Number of decisions by the court to release a death row inmate	TBD
420	Outcome	Number of new trials granted to death row inmates	TBD
421	Outcome	Number of new sentencing hearings granted	TBD
422	Outcome	Number of other appeals granted.	TBD
423	Outcome	Percent of substantiated Bar grievances filed annually	TBD
424	Outcome	Annual attorney turnover rates	TBD
425	Outcome	Number of new trials granted to death row inmates	TBD
426	Outcome	Number of new sentencing hearings granted	TBD
427	Outcome	Number of other appeals granted	TBD
428	Output	Number of death row cases investigated	57
429	Output	Average Number of hours per death row case investigated	TBD
430	Output	Average Number of hours per public records analysis	TBD
431	Output	Number of formal legal and background death row case record analyses made	TBD
432	Output	Number of witnesses and experts interviewed	TBD
433	Output	Number of death row case requests for public records made	76
434	Output	Number of death penalty inmate contacts made	TBD
435	Output	Average Number of hours per inmate contact made	TBD
436	Output	Number of evidentiary hearings which are authorized by statute	TBD
437	Output	Number of appellate actions which are authorized by statute	TBD
438	Output	Average Number of hours per evidentiary hearing	TBD
439	Output	Average Number of hours per appellate action	TBD
440	Output	Number of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit	TBD

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
441	Output	Percent of issues raised by CCRC that are formally considered by the courts which were not rule procedurally barred or without merit	TBD
442	Output	Number of requested extensions of time granted following court considerations	TBD
443	Output	Percent of requested extensions of time granted following court considerations	TBD
444	Output	Number of CCRC court issues not ruled on by the courts due to strength of at least one issue	TBD
445	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
446	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
447	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
		<b>Detention Centers</b>	
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
		<b>Home Detention</b>	
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

		<b>Non-Secure Residential Commitment</b>	
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	Output	Average daily population of youth served in residential commitment	TBD
16	Output	Number of residential commitment beds on line	TBD
17	Output	Number of youth receiving substance abuse treatment	7,680
		<b>Secure Residential Commitment</b>	
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
23	Output	Average daily population of youth served in residential commitment	7,883
24	Output	Number of residential commitment beds on line	TBD

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
25	Output	Number of youth receiving substance abuse treatment	7,680
		<b>Secure &amp; Non-Secure Residential Commitment</b>	
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**

		<b>Aftercare Services - Conditional Release</b>	
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
		<b>Juvenile Probation</b>	
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
		<b>Non-Residential Delinquency Rehabilitation</b>	
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**

		<b>Delinquency Prevention and Diversion</b>	
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**

		<b>Executive Direction and Support Services</b>	
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%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Information Technology</b>	
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
		<b>Crime Laboratory Service</b>	
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
		<b>Investigation Service</b>	
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
		<b>Mutual Aid and Prevention Service</b>	
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**

		<b>Network Service</b>	
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%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Prevention and Crime Information Service</b>	
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**

		<b>Law Enforcement Standards Compliance Service</b>	
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
		<b>Law Enforcement Training and Certification Service</b>	
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

**Approved Agency Performance  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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**Office of the Executive Director & Business Support  
Program**

		<b>Executive Direction and Support Services</b>	
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**

<b>Civil Enforcement</b>			
<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
<b>Constitutional Legal Services</b>			
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
<b>Criminal and Civil Litigation Defense</b>			
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%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
<b>Victim Services</b>			
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
<b>Executive Direction and Support Services</b>			
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**

**Approved Agency Performance  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
<b>Florida Election Commission</b>			
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**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		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**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Fruits and Vegetables Inspection and Enforcement Service</b>	
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
		<b>Agricultural Products Marketing Service</b>	
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	3.71%
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
		<b>Aquaculture Service</b>	
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
		<b>Agricultural Inspection Station Service</b>	
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	11,762,000
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
		<b>Animal Pest and Disease Control Service</b>	



**Approved Agency Performance  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Plant Pest and Disease Control Service</b>	
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
32	Output	Number of cartons of citrus certified as fly-free for export	10,014,270

**Food Safety and Quality Program**

		<b>Food Safety Inspection and Enforcement Service</b>	
33	Outcome	Percent of food establishments meeting food safety and sanitation requirements	90.60%
34	Outcome	Percent of food products analyzed that meet standards	91.20%
35	Outcome	Percent of produce or other food samples analyzed that meet pesticide residue standards	97.60%
36	Output	Number of inspections of food establishments and water vending machines	67,300
37	Output	Number of food analyses conducted	40,700
38	Output	Number of pesticide residue analyses conducted	260,000
		<b>Dairy Facilities Compliance and Enforcement Service</b>	
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**

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

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Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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 forest-related technical assists provided to other land management agencies	625
47	Output	Number of state forest visitors served	527,392
		<b>Wildfire Prevention and Management Service</b>	
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	5,000
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**

		<b>Agricultural Environmental Services</b>	
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	65%
58	Outcome	Number of reported human/equine disease cases caused by mosquitoes	2/40
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
		<b>Consumer Protection Services</b>	
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

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
68	Output	Number of complaints investigated/processed relating to all entities regulated by the Division of Consumer Services	22,500
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
		<b>Standards and Petroleum Quality Inspection Service</b>	
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	60,000
79	Output	Number of amusement ride safety inspections conducted	9,200
80	Output	Number of weights and measures inspections conducted	64,000
		<b>Office of the Commissioner and Division of Administration</b>	
		<b>Agricultural Law Enforcement Service</b>	
81	Outcome	Criminal investigations closure rate	77%
82	Output	Number of law enforcement investigations initiated	1,345
		<b>Agricultural Water Policy Coordination Service</b>	
83	Output	Number of water policy assists provided to agricultural interests	800
84	Outcome	Percent of agricultural producers implementing BMPs in priority basins or watersheds	16%
85	Output	Number of livestock and other agricultural commodity producers assisted	280
		<b>Executive Direction and Support Services</b>	
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**

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

**Community Planning**

14	Outcome	Percent of local comprehensive plan amendments determined in compliance with the Growth Management Act	98%
15	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
16	Output	Number of new plans reviewed	3
17	Output	Number of plan amendment packages reviewed	860
18	Output	Number of local government evaluation and appraisal reports (EARs) reviewed	15
19	Output	Number of planning grants administered	21
20	Output	Number of technical assistance initiatives undertaken	425

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
21	Output	Number of plans that adequately address disaster mitigation	45
22	Output	Number of developments of regional impact managed	360
23	Output	Number of Areas of Critical Grants Administered	2
24	Output	Number of area of critical state concern development orders reviewed and final orders issued	8,080

**Florida Housing Finance Corporation**

25	Outcome	Percent of targeted dollars that are allocated to the targeted population	70%
26	Outcome	Ratio of nonstate funding to state appropriated dollars	2:1
27	Outcome	Percent of units exceeding statutory set-asides	105%
28	Output	Number of applications processed	563
29	Output	Number of affordable housing loans funded	540
30	Output	Number of local governments under compliance monitoring for the State Housing Initiatives Partnership (SHIP) program	115
31	Output	Number of local governments served (SHIP) program (incentive funds)	115

**Housing and Community Development Program**

		<b>Affordable Housing/Neighborhood Redevelopment</b>	
32	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
33	Output	Number of jobs created/retained	500
34	Output	Number of grant awards managed	76
35	Output	Number of people trained/served	2,240
		<b>Building Code Compliance/Hazard Mitigation</b>	
36	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%
37	Output	Number of people trained/served	51,460
38	Output	Number of code amendments promulgated	3,670
39	Output	Number of permits issued for manufactured buildings	28,814
40	Output	Number of grant awards managed	48
		<b>Public Service/Energy Initiatives</b>	
41	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

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
42	Output	Number of grant awards managed (Weatherization, Utility, and Repair)	66
43	Output	Number of grant awards managed (Community Services)	33
44	Output	Number of grant awards managed (Energy Conservation and Technology Research)	104

**Emergency Management Program**

		<b>Pre-Disaster Mitigation</b>	
45	Outcome	Number of dollars saved by mitigating repetitive losses	\$7,000,000
46	Output	Number of pre-disaster mitigation grants awarded	5
47	Output	Number of applicants provided technical assistance (predisaster mitigation)	88
48	Output	Number of communities audited and technical assistance provided (National Flood Insurance Program)	176
49	Output	Number of Flood Mitigation Assistance Program grants awarded	40
		<b>Emergency Planning</b>	
50	Outcome	Percent of counties with an above average capability rating to respond to emergencies	55%
51	Output	Number of hurricane shelter spaces created	80,000
52	Output	Number of applicants provided technical assistance	8,500
53	Output	Number of personnel trained in emergency preparedness	5,679
54	Output	Number of plans, reports, and procedures maintained	40
55	Output	Number of mutual aid signatories maintained	450
56	Output	Number of public hurricane shelters evaluated	150
57	Output	Number of organizations awarded funds	65
58	Output	Number of planning funding applications processed	353
59	Output	Number of Local Grants Administered	161
		<b>Emergency Recovery</b>	
60	Outcome	Average number of months required for communities to completely recover from a disaster	60 months
61	Output	Number of financial agreements managed (recovery and mitigation)	1,877
62	Output	Number of projects requiring National Environmental Policy Act review	296
63	Output	Number of post-disaster assessments conducted	150
64	Output	Number of outreach team members deployed	400
65	Output	Number of project inspections performed	4,000
		<b>Emergency Response</b>	
66	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
67	Outcome	Percent of events in which the affected population is evacuated within an appropriate timeframe in relation to the disaster/event.	TBD

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
68	Output	Number of days activated at Level 2 or above	107
69	Output	Number of incidents reported to the State Warning Point	6,379
70	Output	Number of requests for state assistance	360
71	Output	Population covered in NOAA weather radio transmission areas	9,061,485
		<b>Hazardous Materials Compliance Planning</b>	
72	Outcome	Percent of known facilities in compliance with hazardous materials planning programs	88%
73	Output	Number of organizations awarded funds	44
74	Output	Number of community right-to-know requests fulfilled (hazardous materials)	1,075
75	Output	Number of hazardous materials facility audits completed	175
76	Output	Number of hazardous materials planning financial agreements maintained	46

## Department of Environmental Protection Administrative Services

No.	Measure Type	Performance Measure	2001-02 Standard
		<b>Executive Direction and Support Services</b>	
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

		<b>Invasive Plant Control Service</b>	
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
		<b>Land Administrative Service</b>	
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
		<b>Land Management Service</b>	
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

		<b>Florida Geological Survey Service</b>	
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
		<b>Laboratory Service</b>	
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
		<b>Mercury Monitoring and Research Service</b>	
18	Outcome	Percent of water bodies monitored that have limited fish consumption advisories	57%

## Water Resource Management

		<b>Beach Management Service</b>	
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**Approved Agency Performance  
Measures and Standards for  
Fiscal Year 2001-2002**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Water Supply Service</b>	
23	Outcome	Reclaimed water (reuse) capacity as percent of total wastewater capacity	49%
		<b>Water Resource Protection and Restoration Service</b>	
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**

		<b>Waste Cleanup Service</b>	
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
		<b>Waste Control Service</b>	
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%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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**

		<b>Land Management (Greenways and Trails) Service</b>	
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
		<b>Recreational Assistance to Local Governments Service</b>	
51	Output	Provide technical assistance to local governments as measured by number of consultations held	1,079
		<b>State Park Operations</b>	
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
		<b>Coastal and Aquatic Managed Areas Service</b>	
55	Output	Number of degraded acreage in state buffer enhanced or restored	7,778
56	Output	Number of visitors	79,030

**Air Resources Management**

		<b>Air Assessment Service</b>	
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
		<b>Air Pollution Prevention Service</b>	
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

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
66	Output	Number of facility inspections	6,477
		<b>Utilities Siting and Coordination</b>	
67	Outcome	Percent of energy facilities certified within statutory timeframes	85%

**Law Enforcement Program**

		<b>Environmental Investigation</b>	
68	Output	Number of investigations closed	400
		<b>Patrol on State Lands Service</b>	
69	Outcome	Criminal incidents per 100,000 state park visitors	30
70	Output	Number of patrol hours on state lands	76,118
		<b>Emergency Response Service</b>	
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
		<b>Standards and Licensure Service</b>	
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
		<b>Outdoor Education and Information Service</b>	
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	2,454,800
		<b>Marine and Wildlife Habitat Conservation Service</b>	
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
10	Outcome	Number of habitat impact assessments and GIS requests	480
		<b>Executive Direction and Support Services</b>	
11	Outcome	Administrative costs as a percent of total agency costs	6.68%
12	Outcome	Administrative positions as a percent of total agency positions	7.82%

**Law Enforcement Program**

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

**Wildlife Management Program**

17	Outcome	Percent of satisfied hunters	74%
18	Outcome	Percent of wildlife species whose biological status is stable or improving	71.5%
19	Output	Number of acres managed for wildlife	4,763,928
20	Output	Number of written technical assists provided	175
21	Output	Number of survey and monitoring projects	177
22	Output	Number of land management visitor services	138

**Freshwater Fisheries Management Program**

23	Outcome	Percent angler satisfaction	75%
24	Outcome	Number of water acres where habitat rehabilitation projects have been completed	28,759

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
25	Outcome	Percent of index lakes where fish populations are stable or increasing	70%
26	Output	Number of water bodies acres managed to improve fishing	1,595,940
27	Output	Number of fish stocked	2,700,000
28	Output	Number of urban water acres managed to improve fishing	2,922

**Marine Fisheries**

29	Outcome	Number of artificial reefs created and/or monitored	120
30	Outcome	Percent of fisheries stocks that are increasing or stable	80%
31	Output	Number of commercial and other marine fishing licenses processed	30,970
32	Output	Number of educational and outreach contacts	70,000
33	Output	Number of fishery management plans reviewed and analysis completed	15

**Marine Research**

34	Output	Number of fisheries assessments and data summaries conducted	2,473
35	Output	Number of requests for status of endangered and threatened species completed	28,175
36	Output	Number of redtide requests completed	5,400
37	Output	Number of manatees rehabilitated	41
38	Output	Number of requests for assessments of seagrass, saltmarsh, or mangrove	5,570
39	Output	Number of requests for vessel grounding damage assessments and monitoring	2,400

## 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
<b>Public Transportation Program</b>			
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
<b>Highway Operations Program</b>			
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%

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
23	Output	Number of commercial vehicles weighed	11,000,000
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**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Workforce Services</b>	
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	96%
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	100%
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



**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
27	Output	Number of job applicants referred to support services	75,000
28	Output	Number of Unemployment Compensation claimant eligibility determinations issued	191,181
29	Output	Number of Unemployment Compensation benefit weeks paid	3,613,566
30	Output	Amount of Unemployment Compensation benefits paid	\$779,952,085
31	Output	Number of Unemployment Compensation appeal cases completed	50,311
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	503,107
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
		<b>Workforce Florida, Inc.</b>	
	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
<b>Recovery and Return of Unclaimed Property Service</b>			
1	Outcome	Percent of the total number of claims paid to the owner compared to the total number of returnable accounts reported/received (Number of claims paid as a percent of all accounts)	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 (Claims paid as a percent of all dollars in accounts received)	80%
3	Output	Number/dollar value of owner accounts processed	526,000/\$125 M
4	Output	Number/dollar value of claims paid to owners	100,000/\$78 M
5	Output	Percent of claims paid within 60 days from date received (cumulative total)	84%
<b>State Financial Information and State Agency</b>			
6	Outcome	Percent of program's customers who returned an overall customer service rating of good or excellent on surveys	95%
7	Outcome	Percent of vendor payments issued in less than the Comptroller's statutory time limit of 10 days	100%
8	Outcome	Percent of vendor payments issued electronically	25%
9	Outcome	Percent of payroll payments issued electronically	81%
10	Outcome	Percent of retirement payments issued electronically	80%
11	Output	Number of post-audits completed	9
<b>Executive Direction and Support Service</b>			
12	Outcome	Program administration costs as a percent of total program costs	6.95%
13	Outcome	Program positions as a percent of total program positions	8.48%

### Comptroller and Administration Program

14	Outcome	Program administration costs as a percent of total program costs	1%<
15	Outcome	Program positions as a percent of total program positions	1%<

### Financial Institutions Regulatory Program

16	Outcome	Percent of licensees examined on a for-cause basis where department action is taken for violations (reworded)	33.05%
17	Outcome	Percent of licensees examined where routine department action is taken against the licensee for violations	16.88%
18	Outcome	Percent of licensees examined where department action is taken	25%
19	Outcome	Percent of total applicants not licensed to conduct business in the state because they fail to meet substantive licensing requirements	less than 4%
20	Output	Number of for-cause examinations completed	377
21	Output	Number of routine examinations completed	1,435

**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
22	Output	Percent of total licensees examined to determine compliance with applicable regulations	4.45%
		<b>Financial Services Industry Regulation Service</b>	
23	Outcome	Percent of licensees sanctioned for violations	1%
24	Outcome	Percent of applicants not granted registration in the securities industry in Florida who subsequently are the subject of regulatory action	50%
25	Output	Number/Percent of filing requests processed within a designated standard number of days by type	83,250/75%
		<b>Safety and Soundness of State Banking System Service</b>	
26	Outcome	Percent of Florida state-chartered banks that exceed the median of all national/federal banks chartered in Florida on return on equity	51%
27	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%
28	Outcome	Percent of applications for new Florida financial institutions that seek state charters	67%
29	Outcome	Percent of banks receiving an examination report within 45 days after the conclusion of their onsite state examination	90%
30	Outcome	Percent of credit unions receiving an examination report within 30 days after the conclusion of their onsite state examination	90%
31	Outcome	Percent of de novo applications statutorily complete that are processed within a standard number of 90 days	67%
32	Outcome	Percent of surveys returned that rate the Division's examination program as satisfactory or above	75%
33	Output	Number of domestic financial institutions regulated	316
34	Output	Number of international financial institutions regulated	53
		<b>Consumer Financial Fraud Prevention and Detection Service</b>	
35	Outcome	Percent of written complaints processed within applicable standards	75%
36	Outcome	Percent of documented violations that were referred for enforcement action	52%
37	Outcome	Percent of investigations completed that result in enforcement action	26%
38	Output	Number of financial investigations closed	450
39	Output	Number of examinations completed	2,051
40	Output	Number of complaints resolved, referred, or closed during the year	4,350
41	Output	Number of participants at personal, direct, face-to-face public/consumer awareness activities	15,000
		<b>Executive Direction and Support Service</b>	

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
42	Outcome	Program administration costs as a percent of total program costs	15.49%
43	Outcome	Program positions as a percent of total program positions	13.58%

**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%
		<b>Florida Boxing Commission Service</b>	
3	Outcome	Percent of licenses suspended or revoked in relation to fights supervised	28%
4	Output	Number of scheduled boxing rounds	2,472
5	Outcome	Percent of applications processed within 30 days	100%

**Professional Regulation Program**

		<b>Compliance and Enforcement Service</b>	
6	Outcome	Percent of licensees in compliance with all laws and regulations	99.8%
7	Output	Total number of cases	19,238
		<b>Standards and Licensure Service</b>	
8	Outcome	Percent of complete applications approved or denied within 90 days	100%
9	Outcome	Percent of licenses that correct violations through alternative means (notices of non compliance, citations or alternative dispute resolution)	33.5%
10	Output	Number of applications processed	67,655
11	Output	Number of licensees	488,200
12	Output	Number of enforcement actions	64,825

**Pari-Mutuel Wagering Program**

		<b>Compliance and Enforcement Service</b>	
13	Outcome	Percent of races and games that are in compliance with all laws and regulations	99.15%
14	Output	Number of races and games monitored	87,000
		<b>Standards and Licensure Service</b>	
15	Outcome	Percent of applications processed within 90 days	100%
16	Output	Number of applications processed	16,679
		<b>Tax Collection Service</b>	
17	Output	Total auditing expenditures compared to auditing collections	\$1.00 per \$19.38
18	Output	Number of audits conducted	87,500

**Hotels and Restaurant Program**

		<b>Compliance and Enforcement Service</b>	
19	Outcome	Percent of licensees in compliance with all laws and regulations for food service and public lodging establishments	86%

**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
20	Outcome	Percent of licensees in compliance with all laws and regulations for elevators, escalators and other vertical conveyance devices	95.29%
21	Output	Number of inspections for food service and public lodging establishments	182,271
22	Output	Number of call back inspections for food service and public lodging establishments	25,114
23	Output	Number of inspections for elevators, escalators and other vertical conveyance devices	4,247
24	Output	Number of educational packets distributed and education and training seminars/workshops conducted	415,148
		<b>Standards and Licensure Service</b>	
25	Outcome	Percent of hotel and restaurant licenses processed within 30 days.	95%
26	Outcome	Percent of elevator certificates of operation processed within 30 days	99%
27	Output	Number of licensees for public lodging and food service establishments	70,008
28	Output	Number of licensees for elevators, escalators and other vertical conveyance devices	37,954

**Alcoholic Beverages and Tobacco Program**

		<b>Compliance and Enforcement Service</b>	
29	Outcome	Percent of total retail alcohol and tobacco licensees and permit holders inspected	40%
30	Outcome	Percent complying wholesale/retail licensees on yearly basis	80%
31	Outcome	Percent of alcoholic beverages and tobacco retailers tested found to be in compliance with underage persons' access	95%
32	Output	Number of licensees	69,675
		<b>Standards and Licensure Service</b>	
33	Outcome	Percent of license applications processed within 90 days	99%
34	Output	Number of applications processed	29,372
		<b>Tax Collection Service</b>	
35	Outcome	Percent of retail and wholesale tax dollars identified by audit that were collected	95%
36	Outcome	Total auditing expenditures compared to auditing collections	\$1.00 per \$151.06
37	Output	Number of audits conducted	367,880

**Land Sales, Condominiums and Mobile Homes Program**

		<b>Compliance and Enforcement Service</b>	
38	Outcome	Percent of administrative actions resulting in consent orders	90%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
39	Outcome	Average number of days to resolve consumer complaints not investigated	39
40	Outcome	Average number of days to resolve investigations	152
41	Output	Number of administrative actions resolved by consent orders	381
42	Output	Number of investigations closed	833
43	Output	Number of consumer complaints closed	5,151
44	Output	Number of cases closed (arbitration)	550
		<b>Standards and Licensure Service</b>	
45	Outcome	Percent of permanent licenses issued and filings reviewed as prescribed by laws	100%
46	Output	Total number of filings and licenses processed	36,581

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**Department of Citrus**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Agricultural Products Marketing Service</b>	
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
		<b>Citrus Research Service</b>	
9	Outcome	Number of pounds solids used in new products	483,000
10	Outcome	Number of acres mechanically harvested	26,000
		<b>Executive Direction and Support Services</b>	
11	Outcome	Administrative cost as a percent of total agency costs	6.5%
12	Outcome	Administrative positions as a percent of total agency positions	TBD



### **Executive Office of the Governor**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
<b>General Office</b>			
		<b>Drug Control Coordination</b>	
1	Outcome	Percentage of Floridians who are current users of illegal drugs	6%
		<b>School Readiness</b>	
2	Outcome	Percent of kindergarten students meeting state expectations for readiness	83%
3	Output	Number of students meeting state expectations for readiness	TBD
<b>Office of Tourism, Trade, and Economic Development (OTTED)</b>			
		<b>Black Business Investment Board</b>	
4	Outcome	Number of jobs created or retained as a result of franchising and capitalization programs by regional BBICs	2,200
5	Outcome	Number of jobs created or retained as a result of franchising and capitalization programs by statewide BBIC	122
6	Outcome	Dollar amount and procurement opportunities generated for Black businesses	\$2.5 million
7	Output	Matching dollars leveraged by the Black Business Investment Board	\$250,000
8	Output	Number of businesses provided technical assistance through Statewide BBIC	200
		<b>Office of the Film Commissioner</b>	
9	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
10	Output	Number of qualified leads generated	350
11	Output	Number of liaison and policy development activities conducted	69
12	Output	Production entities making on-site visits to Florida (Location Scouts)	50
		<b>Economic Development Programs and Projects</b>	
13	Outcome	Percentage increase in number of customers served in Florida industries targeted by the state's economic development programs	2%/2,686,960
14	Output	Number/dollar amount of contracts and grants administered	283/\$290 million
15	Output	Public expenditures per job created/retained under QTI incentive program	\$3,750
16	Output	Number of state agency proposed rules reviewed which impact small businesses	70
		<b>Spaceport Florida Authority</b>	
17	Outcome	Value of new investment in the Florida space business and programs (cumulative)	\$450 million

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
18	Outcome	Number of launches	28
19	Outcome	Number of visitors to space-related tourism facilities	2.4 million
20	Outcome	Tax revenue generated by space-related tourism facilities	\$3.6 million
21	Output	Number of students in Spaceport Florida Authority (SFA) sponsored space-related classroom or research at accredited institutions of higher education	600
22	Output	Equity in SFA industrial/research facilities	\$65.4 million
23	Output	Number of presentations to industry and governmental decision makers	250
24	Output	Equity in SFA space-related tourist facilities	\$24 million
25	Output	Number of financial deals facilitated by the Commercial Space Finance Corporation	3
26	Output	Number of research projects, partnerships and grants supported by the Florida Space Research Institute	20
		<b>Enterprise Florida, Inc.</b>	
27	Outcome	Number of direct full-time jobs facilitated as a result of Enterprise Florida's recruitment, expansion, and retention efforts	33,000
28	Outcome	(I) Rural areas (subset)	2,100
29	Outcome	(II) Urban core areas (subset)	2,100
30	Outcome	(III) Critical industries (subset)	14,000
31	Outcome	Documented export sales attributable to programs and activities	\$600 million
32	Outcome	Number of qualified marketing leads generated through Enterprise Florida's comprehensive marketing programs	900
33	Outcome	(I) Trade leads (subset)	600
34	Outcome	(II) Investment leads (subset)	300
35	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%
36	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%
37	Output	Number of companies assisted by Enterprise Florida in the area of international trade	4,000
38	Output	Number of active recruitment, expansion, and retention projects worked during the year	500
39	Output	Number of leads and projects referred to local economic development organizations	200

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

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
58	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
59	Output	Number of persons who inquired about nature-based or heritage activities while visiting the consumer web-site	TBD
60	Output	Quality and effectiveness of paid advertising messages reaching the target audience (impressions)	575 million
61	Output	Number of leads and visitor inquiries generated by VISIT FLORIDA events and media placements	2,300,000
62	Output	Number contacting VISIT FLORIDA in response to advertising (Subset of number of leads and visitor inquiries)	525,000
63	Output	Value and number of consumer promotions facilitated by VISIT FLORIDA	\$28.3 million / 225
64	Output	Number of private sector partners	3,236
65	Output	Private sector partner financial contributions through direct financial investment	\$2.455 million
66	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
		<b>Executive Direction and Support Services</b>	
1	Outcome	Percent agency administration and supports costs and positions compared to total agency costs and positions	TBD

**Florida Highway Patrol Program**

		<b>Highway Safety Service</b>	
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%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Criminal and Administrative Investigations</b>	
		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%
		<b>Public Information/Safety Education</b>	
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
		<b>Executive Direction and Support Services</b>	
34	Outcome	Percent program administration and support costs and positions compared to total program costs and positions	TBD

**Kirkman Data Center**

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

**Licenses, Titles and Regulations**

		<b>Licensing Auto Dealers</b>	
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
		<b>Compliance and Enforcement</b>	
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
		<b>Driver Licensure</b>	
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%

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Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Motorist Financial Responsibility</b>	
47	Outcome	Percent of motorists complying with financial responsibility	88%
48	Output	Number of insured motorists	8,500,000
		<b>Identification and Control of Problem Drivers</b>	
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 not recidivate within 3 years of graduation	86%
51	Output	Number of problem drivers identified	1,213,723
		<b>Mobile Home Compliance and Enforcement</b>	
52	Outcome	Ratio of warranty complaints to new mobile homes titled	1:56
53	Output	Number of mobile homes inspected	16,650
		<b>Motor Carrier Compliance</b>	
54	Outcome	Ratio of taxes collected as a result of International Registration Program and International Fuel Tax Agreement audits to the cost of	\$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
		<b>Vehicle and Vessel Title and Registration Services</b>	
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
		<b>Executive Direction/Support Services</b>	

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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%
		<b>Legal Services</b>	
3	Outcome	Percent of closed files involving allegations of statutory violation that were successfully prosecuted	88%

**Treasury**

		<b>Deposit Security Service</b>	
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
		<b>State Funds Management and Investments Service</b>	
7	Outcome	Ratio of net rate of return to established national benchmarks for:	
8	Outcome	(I) Internal liquidity investments	1.0
9	Outcome	(II) Internal bridge investments	1.0
10	Outcome	(III) External investment program bridge portfolio	1.0
11	Outcome	(IV) Medium term external portfolio	1.0
12	Outcome	(V) Investment grade convertible bonds	1.0
13	Output	Number of financial management/accounting transactions processed and reports produced	8,500,000
		<b>State Deferred Compensation Plan Service</b>	
14	Outcome	Minimum percent of state employees participating in the State Deferred Compensation Plan (excluding SUS employees)	40%
15	Output	Number of participant account actions processed by the state deferred compensation office	366,843

**State Fire Marshall**

		<b>Compliance and Enforcement Service</b>	
16	Outcome	Number of fire related deaths occurring in state owned and leased properties required to be inspected	0
17	Outcome	Amount of direct losses from fires in state owned and leased buildings	TBD
18	Outcome	Percent of mandated regulatory inspections completed	100%
19	Output	Number of recurring inspections completed	7,200
20	Output	Number of high hazard inspections completed	6,540

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
21	Output	Number of construction inspections completed	1,080
22	Output	Percent of fire code inspections completed within statutory defined timeframes	100%
23	Output	Percent of fire code plans reviews completed within statutory defined timeframes	100%
24	Output	Number of boiler inspections completed by department inspectors	4,200
		<b>Fire and Arson Investigations Service</b>	
25	Outcome	Percent of closed fire investigations successfully concluded, including by cause determined, suspect identified and/or, arrested or other reasons	82%
26	Outcome	Percent of closed arson investigations for which an arrest was made in Florida	22%
27	Output	Total number of fire investigations closed	7,250
		<b>Professional Training and Standards Service</b>	
28	Outcome	Percent of challenges to examination results and eligibility determination compared to those eligible to challenge	Less than 1%
29	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%
30	Output	Number of students trained and classroom contact hours provided by the Florida State Fire College	6,000 / 210,000
31	Output	Number of examinations administered	5,000
		<b>Fire Marshal Administration and Support Service</b>	
32	Outcome	Administrative costs as a percent of program agency costs	2.6%
33	Outcome	Administrative positions as a percent of total program positions	5.7%
34	Output	Number of evidence sample analysis/examinations processed and photographic services provided	14,100 / 9,000

**Risk Management**

		<b>State Self-Insured Claims Adjustment Service</b>	
35	Outcome	Number of workers' compensation claims requiring some payment per 100 FTE employees	5.70
36	Outcome	Average cost of workers' compensation claims paid	\$3,643
37	Outcome	Number/percent of liability claims closed in relation to liability claims worked during the fiscal year	3,633 / 51%
38	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
39	Outcome	Average operational cost per claim worked	\$151.22
40	Outcome	Percent of indemnity and medical payments made in a timely manner in compliance with DLES Rule 38-F-24.021, F.A.C.	95%

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
41	Outcome	Number and percent of responses indicating the risk services training they received was useful in developing and implementing risk management plans in their agencies	80/90%
42	Output	Risk services training and consultation as measured by the number of training units (1 unit = 8 hours) provided and consultation contacts made	165
43	Output	Number of workers' compensation claims worked	28,500
44	Output	Number of liability claims worked	7,331
45	Output	Number of workers' compensation claims litigated	722
46	Output	Number of state property loss/damage claims worked	549

**Insurance Regulation and Consumer Protection**

		<b>Insurance Company Licensure and Oversight Service</b>	
47	Outcome	Maximum number of insurance companies entering rehabilitation or liquidation.	5
48	Outcome	Residual market premium as a percent of total premium for homeowner's (total), mobile home, dwelling fire insurance	6.1%
49	Outcome	Residual market premium as a percent of total premium for workers' compensation insurance	0.2%
50	Outcome	Residual market premium as a percent of total premium for automobile insurance	0.1%
51	Outcome	Percent of companies meeting required financial standards	97.25%
52	Outcome	Assessment risk per residual market entity based on 100-year PML for Florida Residential Property and Casualty JUA	TBD
53	Outcome	Assessment risk per residual market entity based on 100-year PML for Florida Windstorm Underwriting Association	TBD
54	Outcome	Average risk based capital percentage	TBD
55	Outcome	Average number of days from date application for a new certificate of authority initially is submitted to the DOI to the date the DOI approves or denies the application	180 days
56	Outcome	Percent of appraised value of assets liquidated by the DOI for real property	TBD
57	Outcome	Percent of appraised value of assets liquidated by the DOI for personal property	TBD
58	Output	Current number of licensed/regulating insurance entities	3,600
		<b>Insurance Representative Licensure and Sales Appointments and Oversight Service</b>	
59	Outcome	Maximum percent of insurance representatives requiring discipline or oversight	11.47%
60	Output	Number of applications for licensure processed	63,550
61	Output	Number of appointment actions processed	1,122,770

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
62	Output	Number of applications and licensees required to comply with education requirements	125,667
63	Output	Number of examinations administered	TBD
		<b>Compliance and Enforcement Service</b>	
64	Outcome	Percent of arrests for insurance fraud resulting in trial or non-trial conviction	65%
65	Outcome	Percent of investigative actions resulting in administrative action against agents and agencies	43%
66	Outcome	Percent of insurance fraud cases presented for prosecution by law enforcement investigators	TBD
67	Output	Number of insurance fraud investigations completed (not including workers' compensation cases)	1,100
68	Output	Number of workers' compensation insurance fraud investigations completed (not including general fraud investigations)	300
69	Output	Number of agent and agency investigations completed	2,600
70	Output	Number of investigations opened	TBD
71	Output	Number of cases presented for prosecution	TBD
		<b>Insurance Consumer Assistance Service</b>	
72	Outcome	Percent of consumer activities that result in quality service and consumer satisfaction	89%
73	Output	Number of consumers assisted through court-ordered outreach	700,000
74	Output	Number of consumer educational materials created and distributed	698,000
75	Output	Number of telephone calls answered through the consumer helpline	373,265
76	Output	Number of consumer requests and information inquiries handled	55,337

### 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
		<b>Unemployment Appeals Commission Program</b>	
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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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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	Outcome	Percent of petitions resulting in final orders (i.e., final merit) within statutory timeframe (90 days)	TBD
33	Outcome	Of total claimant attorney's fees awarded, percent awarded under the statutory contingency fee schedule	TBD
34	Output	Number of petitions received by presiding judge	95,621
35	Output	Number of mediations held	21,475
36	Output	Number of final merit hearings held	3,410
37	Output	Number of other hearings held	28,248
38	Output	Number of final merit orders entered	2,850
39	Output	Number of lump sum settlement orders	43,500
40	Output	Number of stipulation orders entered	25,000
41	Output	Number/percent final orders entered within 14 days	50%
42	Output	Number of orders other than final orders entered (i.e., procedural orders)	153,000

**Workers' Compensation Program**

43	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%
44	Outcome	Percent of initial payments made on time by insurance carriers	91.0%
45	Outcome	Number of workers newly protected by workers' compensation coverage per fiscal year as a result of compliance efforts	13,174
46	Outcome	Percent of investigated issues resolved by the EAO	7.8%
47	Outcome	Percent of non-complying carriers in compliance upon re-audit	78.0%
48	Outcome	Average total cost per 4-year old case	\$18,000
49	Outcome	Percent of lost time cases with no petition for benefits filed 18 months after the date of accident	72.0%
50	Outcome	Percent of permanent total supplemental benefits paid by the division to injured workers timely and accurately	100.0%
51	Outcome	Percent of compliance enforcement actions which result in a successful outcome	78.0%
52	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
53	Output	Number of employer investigations conducted for compliance with workers' compensation law	22,758
54	Output	Number of program applicants provided reemployment services	2,300
55	Output	Number of carriers audited (TPA's, Carriers and Self-Insurers)	381

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
56	Output	Number of investigated issues resolved by the EAO	15,000
57	Output	Number of cases EAO contacted, spoken with, sent letter and or left message (early intervention)	TBD
58	Output	Number of requests for assistance processed by the EAO	120,615

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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	\$898.2 M
4	Outcome	Percent of total revenue to the Educational Enhancement Trust Fund	38.87%
5	Output	Operating expense as percent of total revenue	11.31%
6	Output	Percent of respondents who are aware of the Lottery's contribution to education	65%
7	Output	Provide executive direction and support services for all lottery operations as measured by percent of total agency budget	9%



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

No.	Measure Type	Performance Measure	2001-02 Standard
		<b>Executive Direction and Support Service</b>	
1	Outcome	Administrative costs as a percent of total agency costs	1.80%
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
4	Output	Number of schools receiving School Infrastructure Thrift Program awards	30

**Facilities Program**

		<b>Facilities Management Service</b>	
5	Outcome	Average DMS full service rent - composite cost per net square foot (actual)	\$15.39
6	Outcome	DMS average operations and maintenance cost per square foot maintained	\$5.32
7	Output	Net square feet of state-owned office space occupied by state agencies including non-DMS owned facilities	8,113,625
8	Output	Net square feet of private sector office space occupied by state agencies	10,159,797
9	Output	Number of maintained square feet (private contract and agency)	7,414,346
10	Output	Number of leases managed	1,820
		<b>Building Construction Service</b>	
11	Outcome	Gross square foot construction cost of office facilities for DMS	\$89.82
12	Output	Dollar volume of fixed capital outlay project starts	\$200,000,000
		<b>Florida Capitol Police Service</b>	
13	Outcome	Number of criminal incidents per 1,000 employees	28.75
14	Output	Number of patrol hours on-site at state facilities	88,300
15	Outcome	Total number of criminal and noncriminal calls for service	40,276

**Support Program**

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

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
22	Outcome	Average percent state lease rates below state commercial lease rates	10%
		<b>Purchasing Oversight Service</b>	
23	Outcome	Percent of state term contract savings	39%
24	Output	Number of state contracts and agreements executed	1,100
		<b>Office of Supplier Diversity Service</b>	
25	Outcome	Average minority certification process time (in days)	30
26	Output	Number of businesses certified and registered	1,300
27	Output	Number of businesses reviewed and audited	100

**Human Resource Management**

28	Outcome	system	\$78.76
29	Outcome	Overall customer satisfaction rating	97%
30	Outcome	Percent of agencies at or above EEO gender parity with available labor market	87%
31	Outcome	Percent of agencies at or above EEO minority parity with available labor market	73%
32	Output	Number of authorized positions supported by the Cooperative Personnel Employment Subsystem	122,450
33	Output	Number of responses to technical assistance requests	33,156

**Insurance Benefits Administration**

34	Outcome	Percent of all contracted performance standards met	96.7%
35	Outcome	Administrative cost per health insurance enrollee	\$226.37
36	Outcome	Percent of insurance benefits administration customers satisfied	TBD
37	Output	Number of enrollees (Total)	508,400

**Retirement Benefits Administration**

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

**Technology Program (State Technology Office)**

		<b>Enterprise Management Service</b>	
45	Outcome	Percent of agency government web sites migrated to the state's web portal (MyFlorida.com)	45%
46	Outcome	Percent of customers satisfied	70%

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

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

**Correctional Privatization Commission**

		<b>Private Prisons Operations Service</b>	
62	Outcome	Per diem cost of private prisons	\$48.42
63	Output	Number of contracts monitored	7

**Commission on Human Relations**

		<b>Human Relations Service</b>	
64	Outcome	Percent of civil rights cases resolved within 180 days of filing	60%
65	Output	Number of inquiries and investigations	8,570

**Administrative Hearings (DOAH)**

		<b>Adjudication of Disputes Service</b>	
66	Outcome	Percent of cases closed within 120 days after filing	73%
67	Outcome	Percent of cases scheduled for hearing within 90 days after filing	53%
68	Output	Number of cases closed	6,950

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
		<b>Drug Interdiction and Prevention</b>	
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
		<b>Military Readiness</b>	
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
		<b>Military Response</b>	
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
		<b>Federal/State Cooperative Agreements</b>	
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
		<b>Executive Direction and Support Services</b>	
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
		<b>Utility Regulation/Consumer Assistance</b>	
		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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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Executive Direction and Support Service</b>	
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
		<b>Taxpayer Registration and Education Service</b>	
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
		<b>Filing Compliance Service</b>	
7	+	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
		<b>Remittance Accounting Service</b>	
10	Outcome	Accuracy of initial revenue distributions to local governments	94%
11	Output	Number of fund distributions made	29,500
		<b>Enforced Compliance Service</b>	
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**

		<b>Property Tax Collection Oversight Service</b>	
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
		<b>Property Tax Roll Oversight Service</b>	

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

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Truth in Millage Compliance Service</b>	
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**

		<b>Child Support Order Establishment Service</b>	
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
		<b>Child Support Payment Collection and Distribution Service</b>	
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
		<b>Child Support Enforcement Service</b>	
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
		<b>Child Support Customer Service</b>	
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**

		<b>Election Records, Laws and Code Service</b>	
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	10,250,000

**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	\$179,897,126
19	Outcome	Percent of customers satisfied with the quality/timeliness of technical assistance provided	96%
20	Output	Number of grants awarded	268
21	Output	Number of dollars awarded through grants	\$21,727,228
22	Output	Number of attendees at produced and sponsored events	3,675,000

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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
23	Output	Number of publications and multimedia products available for the general public	360
		<b>Historic Museums Conservation</b>	
24	Outcome	Percent of Museum of Florida History visitors rating the experience good or excellent	87%
25	Output	Number of museum exhibits	69
26	Output	Number of visitors to state historic museums	166,250
27	Output	Citizens Served - Historic Museums	4,296,880
		<b>Historic Properties Preservation</b>	
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	14,365,470
		<b>Archaeological Research</b>	
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	3,550,000

**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

**Approved Agency Performance  
Measures and Standards for  
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<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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**

		<b>Cultural Support and Development Grants</b>	
61	Outcome	Attendance at supported cultural events	22,100,000
62	Outcome	Number of individuals served by professional associations	4,000,000
63	Outcome	Total local financial support leveraged by state funding	\$374,960,000
64	Outcome	Number of children attending school-based, organized cultural events	4,500,000
65	Output	Number of capital grants awarded	45
66	Output	Number of program grants awarded	725
67	Output	Dollars awarded through capital grants	\$16,069,740
68	Output	Dollars awarded through program grants	\$13,965,872
69	Output	Percent of counties funded by the program	88.1%
70	Output	Percent of large counties (N=34; population greater than 75,000) funded by the program	97.0%
71	Output	Percent of small counties (N=33; population less than 75,000) funded by the program	78.8%
72	Output	Number of state-supported performances and exhibits	24,050
73	Output	Number of individuals attending cultural events or served by professional associations	26,100,000

**Licensing Program**

		<b>Compliance and Enforcement</b>	
74	Outcome	Percent of license revocations or suspensions initiated within 20 days after receipt of disqualifying information (all license types)	85%

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

**Historic Pensacola Preservation Program**

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

## Supreme Court

No.	Measure Type	Performance Measure	2001-02 Standard
<b>Initial Death Penalty Appeals</b>			
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
<b>Post-Conviction Death Penalty Appeals</b>			
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
<b>Other Mandatory Review Jurisdiction Cases</b>			
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
<b>Discretionary Review Jurisdiction Cases</b>			
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
<b>Original Writ Petitions</b>			
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
<b>The Florida Bar Cases</b>			
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
<b>Other Original Jurisdiction Cases</b>			
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

		<b>Criminal Appeals and Petitions</b>	
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**Approved Agency Performance  
Measures and Standards for  
Fiscal Year 2001-2002**

<b>No.</b>	<b>Measure Type</b>	<b>Performance Measure</b>	<b>2001-02 Standard</b>
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
		<b>Non-Criminal Appeals and Petitions</b>	
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**

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

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

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