

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Branch or Agency	Page
From Sections 1 and 2 of the General Appropriations Act:	
Department of Education	1
From Section 3 of the General Appropriations Act:	
Agency for Health Care Administration	8
Agency for Persons with Disabilities	11
Department of Children and Families	11
Department of Elder Affairs	16
Department of Health	18
Department of Veterans' Affairs	21
From Section 4 of the General Appropriations Act:	
Department of Corrections	22
Justice Administration	26
Justice Administrative Commission	26
State Attorneys	27
Public Defenders	28
Capital Collateral Regional Counsels	29
Department of Juvenile Justice	30
Department of Law Enforcement	33
Department of Legal Affairs and Attorney General	35
Parole Commission	37
From Section 5 of the General Appropriations Act:	
Department of Agriculture and Consumer Services and Commissioner of Agriculture	37
Department of Community Affairs	42
Department of Environmental Protection	45
Fish and Wildlife Conservation Commission	50
Department of Transportation	52
From Section 6 of the General Appropriations Act:	
Agency for Workforce Innovation	54
Department of Business and Professional Regulation	57
Department of Citrus	60
Department of Financial Services and Chief Financial Officer	60
Executive Office of the Governor	68
Department of Highway Safety and Motor Vehicles	72
Department of the Lottery	75
Department of Management Services	75
Department of Military Affairs	80

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Branch or Agency	Page
Public Service Commission	81
Department of Revenue	82
Department of State	84
From Section 7 of the General Appropriations Act:	
State Court System	87
Supreme Court	87
Appellate Courts	88
Circuit Courts	89
Court Operations-Other Judicial Services	89
County Courts	89
Judicial Qualifications Commission	89

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
DEPARTMENT OF EDUCATION		
Vocational Rehabilitation		
1	Number/percent of customers gainfully employed (rehabilitated) in at least 90 days	11,500 / 65%
2	Number/percent of VR significantly disabled who are gainfully employed (rehabilitated) at least 90 days	9,775 / 58.5%
3	Number/percent of all other VR disabled who are gainfully employed (rehabilitated) at least 90 days	1,725 / 77.0%
4	Number/percent of VR customers placed in competitive employment	11,213 / 97.5%
5	Number/percent of VR customers retained in employment after 1 year	6,300 / 67.5%
6	Average annual earning of VR customers at placement	\$17,500
7	Average annual earning of VR customers after 1 year	\$18,500
8	Percent of case costs covered by third-party payers	23%
9	Average cost of case life (to division) for significantly disabled VR customers	\$3,350
10	Average cost of case life (to division) for all other disabled VR customers	\$400
11	Number of customers reviewed for eligibility	29,000
12	Number of written service plans	24,500
13	Number of active cases	37,500
14	Customer caseload per counselor	125
15	Percent of eligibility determinations completed in compliance with federal law	95%
16	Number of program applicants provided Reemployment services	2,525
17	Percent of eligible injured workers receiving reemployment services with closed cases during the fiscal year and returning to suitable gainful employment	76%
Blind Services		
18	Number/percent of rehabilitation customers gainfully employed at least 90 days	747 / 68.3%
19	Number/percent of rehabilitation customers placed in competitive employment	654 / 64.3%
20	Projected average annual earnings of rehabilitation customers upon placement	\$13,500
21	Number/percent of successfully rehabilitated older persons in non-vocational rehabilitation	1,500 / 55.2%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
22	Number/percent of customers (children) successfully rehabilitated/transitioned from pre-school to school	36 / 67.3%
23	Number/percent of customers (children) successfully rehabilitated/transitioned from school to work	47 / 26.5%
24	Number of customers reviewed for eligibility	2,035
25	Number of written plans for services	1,425
26	Number of customers served	13,100
27	Average time lapse (days) between application and eligibility determination for rehabilitation customers	60
28	Customer caseload per counseling/case management team member	114
29	Cost per library customer served	\$19.65
30	Number of blind vending food service facilities supported	153
31	Number of existing food service facilities renovated	5
32	Number of new food service facilities constructed	5
33	Number of library customers served	44,290
34	Number of library items (Braille and recorded) loaned	1.35 m.
Private Colleges and Universities		
35	Graduation rate of FTIC (first time in college) award recipients, using a 6-year rate (Florida Resident Access Grant - FRAG)	51.7 % @ private 4 year
36	Number of degrees granted for FRAG recipients and contract program recipients (Florida Resident Access Grant - FRAG)	8,871
37	Retention rate of award recipients (Delineate by: Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	53.00%
38	Graduation rate of award recipients (Delineate by: Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	50.00%
39	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; Historically Black Colleges and Universities)	TBD
40	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; Historically Black Colleges and Universities)	TBD

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
41	Licensure/certification rates of award recipients, (where applicable), (Delineate by Academic Contract; Florida Resident Access Grant; and Historically Black Colleges and Universities)	TBD
42	Number/percent of baccalaureate degree recipients who are employed 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
43	Number of prior year's graduates (delineate by : Academic Contract; Florida Resident Access Grant; Historically Black Colleges and Universities)	TBD
44	Number of prior year's graduates remaining in Florida (Academic Contracts)	TBD
45	Number of FTIC students, disaggregated by in-state and out-of-state (Historically Black Colleges and Universities)	TBD
Student Financial Aid Program		
46	Percent of high school graduates who successfully completed the 19 core credits (Bright Futures)	63%
47	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
48	Graduation rate of FTIC award recipients, by delivery system (Bright Futures)	19.9% CC 48.1% SUS
49	Percent of high school graduates attending Florida post-secondary institutions (Bright Futures)	52%
50	Number of Bright Futures recipients	139,553
51	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
52	Graduation rate of FTIC award recipients, by delivery system (Florida Student Assistance Grant)	27.4% CC 31.6% SUS
53	Percent of recipients who, upon completion of the program, work in fields in which there are shortages (Critical Teacher Shortage Forgivable Loan Program)	TBD
Public Schools, State Grants/K-12 FEFP		
54	Number/percent of teachers with National Teacher's Certification, reported by district	4,853 / 3%
55	Number/percent of A schools, reported by district	600 / 25%
56	Number/percent of D or F schools, reported by district	300 / 12%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
57	Number/percent of schools declining one or more letter grades, reported by district	193 / 8%
58	Number/percent of schools improving one or more letter grades, reported by district	966 / 40%
Workforce Development		
59	Number/percent of persons earning vocational certificate occupational completion points, at least one of which is within a program identified as high wage/high skill on the Workforce Estimating Conference list and are found employed at \$4,680 or more per quarter (Level III)	13,910 / TBD
60	Number/percent of persons earning vocational certificate occupational completion points, at least one of which is within a program identified for new entrants on the Workforce Estimating Conference list and are found employed at \$3,900 or more per quarter, or are found continuing education in a college credit program	9,850 /TBD
61	Number/percent of persons earning vocational certificate occupational completion points, at least one of which is within a program not included in Levels II or III and are found employed, enlisted in the military, or are continuing their education at the vocational certificate level (Level I)	21,115 /TBD
62	Number/percent of workforce development programs which meet or exceed nationally recognized accrediting or certification standards for those programs that teach a subject matter for which there is a nationally recognized accrediting body	TBD
63	Number/percent of students attending workforce development programs that meet or exceed nationally recognized accrediting or certification standards	TBD
64	Number/percent of students completing workforce development programs that meet or exceed nationally recognized accrediting or certification standards	TBD
65	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	73,346 /TBD

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
Community Colleges		
66	Number/percent of associate in science degree and college-credit certificate program completers who finished a program identified as high wage/high skill on the Workforce Estimating Conference list and are found employed at \$4,680 or more per quarter (Level III)	5,516 /TBD
67	Number/percent of associate in science degree and college-credit certificate program completers who finished a program identified for new entrants on the Workforce Estimating Conference list and are found employed at \$3,900 or more per quarter, or are found continuing education in a college-credit level program (Level II)	4,721 /TBD
68	Number/percent of associate in science degree and college-credit certificate program completers who finished any program not included in Levels II or III and are found employed, enlisted in the military, or continuing their education at the vocational certificate level (Level I)	3,024 /TBD
69	Percent of Associate in Arts (AA) degree graduates who transfer to a state university within 2 years	62%
70	Percent of AA degree transfers to the State University System who earn a 2.5 CPA or above in the SUS after 1 year	75%
71	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%
72	Of the AA students who complete 18 credit hours, the percent of whom graduate in 4 years	33%
73	Percent of students graduating with total accumulated credit hours that are less than or equal to 120 percent of the degree requirement	38%
74	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	74%
75	Percent of AA degree transfers to the State University System who started in College Prep and who earn a 2.5 CPA in the SUS after 1 year	75%
76	Number/Percent of AA partial completers transferring to the State University System with at least 40 credit hours	12,672/74%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
77	Number/Percent/FTEs of AA students who do not complete 18 credit hours within 4 years	5,346/23.3%/2,275
78	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%
79	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%
80	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%
81	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%
82	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	2,900
83	Percent of prior year Florida high school graduates enrolled in community colleges	31%
84	Number of AA degrees granted	29,880
85	Number of students receiving college preparatory instruction	118,471
86	Number of students enrolled in baccalaureate programs offered on community college campuses	22,000
State Board of Education		
87	Percent of program administration and support costs and positions compared to total agency costs and positions - Division of Public Schools	0.09% / 7.89%
88	Percent of teacher certificates issued within 30 days after receipt of complete application and the mandatory fingerprint clearance notification	90%
89	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	15

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
90	Percent of current fiscal year competitive grant initial disbursements made by August 15 of the current fiscal year, or as provided in the General Appropriations Act	100%
91	Number of certification applications processed	109,275
92	Percent of program administration and support costs and positions compared to total agency costs and positions	0.10% / 4.15%
93	Percent of Division of Colleges & Universities administration and support costs and positions compared to total state university system costs and positions (SUS Positions are not appropriated)	TBD
Universities, Education / General Activities		
94	Graduation rate for First Time in College (FTIC) students, using a 6-year rate	61%
95	Retention rate for FTIC students, using a 6-year rate	71%
96	Graduation rate for AA transfer students, using a 4-year rate	69%
97	Retention rate for AA transfer students, using a 4-year rate	80%
98	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	69%
99	Pass rate on licensure/certification exams, for the first sitting	96.90%
100	Of the prior year graduates remaining in Florida, the percent employed at \$22,000 or more 1 year following graduation	64%
101	Of those graduates remaining in Florida, the percent employed at \$22,000 or more 5 years following graduation	90%
102	Percent of undergraduate students enrolled in graduate school upon completion of the baccalaureate degree	12%
103	Externally generated research and training grant funds (federal, state, local, business, and industry) per state-funded ranked faculty full-time equivalent	\$97,196
104	Average number of articles in Institute for Scientific Information Publication Count per ranked faculty	0.7
105	For IFAS only, the percent of public service projects where the beneficiary is satisfied or highly satisfied with the extension assistance	92%
106	Of the total instructional effort by level, the percent of effort provided by faculty: (I) Lower level	45%
107	Of the total instructional effort by level, the percent of effort provided by faculty: (II) Upper level	66%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
108 Of the total instructional effort by level, the percent of effort provided by faculty: (III) Graduate	73%
109 Percent of qualified Florida students, those applicants meeting admission standards, admitted as FTIC students	95%
110 Percent of undergraduate students at each university classified as out-of-state	10%
111 Number of out-of-state undergraduate students above 10% of all undergraduate students	0
112 Percent of out-of-state students admitted who do not meet FBE admission standards	0
113 Percent of FTIC students admitted as student profile assessments	10%
114 Number/percent of student profile assessments who are out-of-state students	363 / 10%
115 Of total faculty effort allocated for public service, the percent devoted to public schools	25%
116 Number/percent of baccalaureate degree recipients employed in an occupation identified as high wage/high skill on the Workforce Estimating Conference list	TBD
117 Number of degrees granted, baccalaureate	37,982
118 Number of degrees granted, masters	11,008
119 Number of degrees granted, doctoral	1,255
120 Number of degrees granted, professional	1,170
AGENCY FOR HEALTH CARE ADMINISTRATION	
1 Program: Administration and Support	
2 Administrative costs as a percent of total agency costs	0.11%
3 Administrative positions as a percent of total agency positions	11.45%
Children Special Health Care	
4 Percent of hospitalizations for conditions preventable by good ambulatory care	7.70%
5 Percent of eligible uninsured children receiving health benefits coverage	100%
6 Percent of children enrolled with up-to-date immunizations	85%
7 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	97%
8 Percent of families satisfied with the care provided under the program	90%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
9	Total number of uninsured children enrolled in Kidcare	351,301
10	Number of uninsured children enrolled in Florida Healthy Kids	306,444
11	Number of uninsured children enrolled in Medikids	34,804
12	Number of uninsured children enrolled in Children's Medical Services Network	10,053
Executive Director / Support Services		
13	Program administrative costs as a percent of total program costs	1.44%
14	Average number of days between receipt of clean Medicaid claim and payment	15
15	Number of Medicaid claims received	145,101,035
Medicaid Services - Individuals		
16	Percent of hospitalizations that are preventable by good ambulatory care	11%
17	Percent of women receiving adequate prenatal care	86%
18	Neonatal mortality rate per 1000	4.7
19	Average number of months between pregnancies for those receiving family planning services	35
20	Percent of eligible children who received all required components of EPSDT screen	64%
21	Number of children ages 1-20 enrolled in Medicaid	1,590,866
22	Number of children receiving EPSDT services	407,052
23	Number of hospital inpatient services provided to children	92,960
24	Number of physician services provided to children	6,457,900
25	Number of prescribed drugs provided to children	4,444,636
26	Number of hospital inpatient services provided to elders	100,808
27	Number of physician services provided to elders	1,436,160
28	Number of prescribed drugs provided to elders	15,214,293
29	Number of uninsured children enrolled in the Medicaid Expansion	3,529
Medicaid Long Term Care		
30	Percent of hospitalizations for conditions preventable with good ambulatory care	12.60%
31	Number of case months (home and community-based services)	550,436
32	Number of case months services purchased (Nursing Home)	619,387
Medicaid Prepaid Health Plan		
33	Percent of hospitalizations for conditions preventable by good ambulatory care	13%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
34 Percent of women and child hospitalizations for conditions preventable with good ambulatory care	14.50%
35 Number of case months services purchased (elderly and disabled)	1,877,040
36 Number of case months services purchased (families)	9,396,828
Health Care Regulation	
37 Percent of nursing home facilities with deficiencies that pose a serious threat to the health, safety, or welfare of the public	0%
38 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	4%
39 Percent of Priority I consumer complaints about licensed facilities and programs that are investigated within 48 hours	100%
40 Percent of accredited hospitals and ambulatory surgical centers cited for not complying with life safety, licensure, or emergency access standards	25%
41 Percent of validation surveys that are consistent with findings noted during the accreditation survey	98%
42 Percent of assisted living facilities with deficiencies that pose a serious threat to the health, safety, or welfare of the public	0%
43 Percent of home health facilities with deficiencies that pose a serious threat to the health, safety, or welfare of the public	0%
44 Percent of clinical laboratories with deficiencies that pose a serious for not complying with life safety, licensure, or emergency access standards	0%
45 Percent of ambulatory surgical centers with deficiencies that pose a serious threat to the health, safety, or welfare of the public	0%
46 Percent of hospitals with deficiencies that pose a serious threat to the health, safety, or welfare of the public	0%
47 Percent of hospitals that fail to report serious incidents (agency identified)	6%
48 Percent of new Medicaid recipients voluntarily selecting managed care plan	50%
49 Percent of complaints of HMO patient dumping received that are investigated	100%
50 Percent of facility patient dumping complaints confirmed	0%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
51 Number of complaints of facility patient dumping received that are investigated	10
52 Number of inquiries to the call center regarding practitioner licensure and disciplinary information	30,000
53 Total number of full facility quality-of-care surveys conducted	7,550
54 Average processing time (in days) for Statewide Provider and Subscriber Assistance Panel cases	53
55 Number of construction reviews performed (plans and construction)	4,500
56 Number of new enrollees provided with choice counseling	520,000
AGENCY FOR PERSONS WITH DISABILITIES	
Home and Community Services	
1 Percent of persons receiving services who meet the seven foundation outcomes of the personal Outcome Measures (free from abuse and neglect, safe, connected to natural support networks, treated fairly, etc.)	15%
2 Percent of people who are employed in integrated settings	31%
3 Number of people served in the community (not in private ICF/DDs)	43,990
4 Number of persons with disabilities served in supported living	3,600
5 Program Management and Compliance	
6 Administrative cost as a percent of total program costs	1.74%
7 Developmental Services Public Facilities	
8 Annual number of significant reportable incidents per 100 persons with developmental disabilities living in developmental services institutions	21
9 Percent of persons receiving services who meet the seven foundation outcomes of the Personal Outcome Measures (free from abuse and neglect, safe, connected to natural supports networks, treated fairly, etc.)	15%
10 Number of adults found incompetent to proceed who are provided competency training and custodial care in the Mentally Retarded Defendant Program	290
11 Number of adults receiving services in developmental services institutions	1,293
DEPARTMENT OF CHILDREN AND FAMILY SERVICES	
1 Executive Director / Support Services	
2 Administrative cost as a percent of total agency costs	0.27%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
3 Information Technology	
4 Information technology cost as a percent of total agency costs	2.87%
5 Assistant Secretary / Administration	
6 Administrative cost as a percent of total agency costs	1.50%
7 District Administration	
8 Administrative cost as a percent of total agency costs	1.40%
9 Child Care Regulation Information	
10 Percent of licensed child care facilities and homes with no class 1 (serious) violations during their licensure year	99%
11 Number of facilities and homes licensed	6,868
12 Number of instructor hours provided to child care provider staff	62,810
13 Adult Protection	
14 Percent of protective supervision cases in which no report alleging abuse, neglect, or exploitation is received while the case is open	100%
15 Percent of victims (adults and children) in shelter more than 72 hours having a plan for family safety and security when they leave shelter	97%
16 Number of investigations	36,800
17 Number of people receiving protective services and protective intervention services	15,600
18 Child Abuse Prevention and Intervention	
19 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%
20 Per capita child abuse rate	23/1000
21 Percent of children in families who complete the Healthy Families Florida program who are not subjects of reports with verified or indicated maltreatment within 12 months after program	99%
22 Number of children in families served	122,937
23 Number of families served in Healthy Families Florida Program	10,063
24 Child Protection	
25 Percent of victims of verified or indicated maltreatment who were the subject of subsequent reports with verified or indicated maltreatment within 6 months	7%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
26	Percent of children reunified who were reunified within 12 months of latest removal	76%
27	Percent of foster children who were subjects of reports of verified or indicated maltreatment	1%
28	Number of children remaining in out-of-home care for more than 12 months	13,000
29	Percent of children entering out-of-home care who re-entered within 12 months of a prior episode	3%
30	Percentage of adults in child welfare protective supervision having case plans requiring substance abuse treatment who received treatment	55%
31	Percent of cases reviewed by supervisors in accordance with department timeframes for early warning system	100%
32	Percent of investigations commenced within 24 hours	100%
33	Percent of investigations from an entry cohort completed within 60 days	90%
34	Number of investigations not completed after 60 days	0
35	Percent of adoptions finalized within 24 months of the latest removal	32%
36	Number of investigations	180,000
37	Children receiving adoptive services	8,000
38	Number of children receiving adoption subsidies	25,558
39	Number of children under protective supervision (point in time)	20,000
40	Number of children in out-of-home care	28,000
41	Number of children with a goal of adoption who remain in out-of-home care after 24 months	1,700
42	Florida Abuse Hotline	
43	Percent of calls made to the Florida Abuse Hotline that were abandoned	3%
44	Number of calls answered	430,000
45	Number of calls to the hotline	450,000
46	Program Management and Compliance	
47	Administrative costs as a percent of total program costs	6.46%
48	Administrative costs as a percent of total agency costs	1.76%
49	Violent Sexual Predator Program	
50	Number of sexual predators served (detention and treatment)	480
51	Annual number of harmful events per 100 residents	3
52	Number of sexual predators assessed	2,879

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
53 Adult Community Mental Health	
54 Average annual number of days spent in the community (not in institutions or other facilities) by adults with a severe and persistent mental illness	350
55 Average annual days worked for pay by adults with a serious and persistent mental illness	40
56 Median length of stay in CSU/Inpatient services for adults in mental health crisis	3
57 Percent of adults with forensic involvement who violate their conditional release under chapter 916, Florida Statutes, and are recommitted	2%
58 Average annual number of days spent in the community (not in institutions or other facilities) for adults with forensic involvement	260
59 Number of adults with a severe and persistent mental illness in the community served	75,667
60 Number of adults in mental health crisis served	61,990
61 Number of adults with forensic involvement served	1,850
62 Child Mental Health Services	
63 Percent of children with mental illness restored to competency and recommended to proceed with a judicial hearing	90%
64 Percent of children with mental retardation restored to competency and recommended to proceed with a judicial hearing	50%
65 Annual days seriously emotionally disturbed (SED) children (excluding those in juvenile justice facilities) spend in the community	350
66 Percent of children with serious emotional disturbances who improve their level of functioning	65%
67 Projected annual days emotionally disturbed (ED) children (excluding those in juvenile justice facilities) spend in the community	360
68 Percent of children with emotional disturbances who improve their level of functioning	64%
69 Number of children served who are incompetent to proceed	340
70 Number of seriously emotionally disturbed (SED) children served	47,530
71 Number of emotionally disturbed (ED) children served	26,380
72 Number of at risk children served	4,330

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
73	Program Management and Compliance
74	Administrative cost as a percent of total program costs 2.13%
75	Child Substance Abuse Prevention and Intervention
76	Percent of children with substance abuse problems who complete treatment 74%
77	Percent of children with substance abuse problems who are drug free during the 12 months following completion of treatment 52%
78	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%
79	Percent of children at risk of developing substance abuse problems who receive targeted prevention services who are not admitted to substance abuse services during the 12 months after completion of prevention services 95%
80	Number of children with substance abuse problems served 77,000
81	Number of at-risk children served in targeted prevention 9,684
82	Number of at-risk children served in prevention services 59,700
83	Adult Substance Abuse Prevention Services
84	Percent of adults who are drug free during the 12 months following completion of treatment 65%
85	Percent of adults employed upon discharge from treatment services 72%
86	Percentage change in the number of clients with arrests within six months following discharge compared to number with arrests within six months prior to admission 50%
87	Percentage of adults with children in the child protection system who have case plans requiring substance abuse treatment who receive treatment 55%
88	Percent of adults who complete treatment 69%
89	Number of adults served 115,000
90	Comprehensive Eligibility Services
91	Percent of all applications processed within time standards 100%
92	Percent of food stamp benefits determined accurately 92%
93	Percent of cash assistance benefits determined accurately 96%
94	Total number of applications 3,957,259
95	Program Management and Compliance
96	Administrative cost as a percent of total program costs 3.90%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
97 Fraud Prevention and Benefit Recovery	
98 Percent of suspected fraud cases referred that result in front-end fraud prevention savings	76.50%
99 Number of fraud investigations completed	20,330
100 Return on investment from fraud prevention/benefit recovery	90%
101 Dollars collected through benefit recovery	\$13,500,000
102 Special Assistance Payment	
103 Percent of Optional State Supplementation (OSS) applications processed within time standards	98%
104 Number of applications processed for Optional State Supplementation payments	7,220
105 Number of beds per day available for the homeless clients	1,750
106 Wages and Employment Support	
107 Percent of welfare transition sanctions referred by the regional workforce boards that are executed within 10 days	98%
108 Number of cash assistance recipients referred to the regional workforce development boards	84,000
109 Number of cash assistance applications	319,000
110 Refugees	
111 Percent of Refugee Assistance cases accurately closed in 8 months or less	99.20%
112 Number of refugee cases closed	7,600
113 Number of refugee cases	37,350
114 Adult Mental Health Treatment Facilities	
115 Percent of adults in civil commitment, per Chapter 394, F.S. who show an improvement in functional level	73%
116 Number of people in civil commitment, per Chapter 394, F.S., served	1,670
117 Average number of days to restore competency for adults in forensic commitment	125
118 Percent of adults in forensic commitment, per Chapter 916, Part II, who are not guilty by reason of insanity, who show an improvement in functional level	63%
119 Number of adults in forensic commitment, per Chapter 916, F.S., served	2,320
DEPARTMENT OF ELDER AFFAIRS	
Comprehensive Eligibility Services	
1 Percent of elders the CARES program determined eligible for nursing home placement who are diverted	30%
2 Number of CARES assessments	80,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Home and Community Services	
3 Percent of frail elders who remain at home or in the community instead of going into a nursing home	97%
4 Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm served within 72 hours	97%
5 Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups	\$2,563
6 Percent of elders assessed with high or moderate risk environments who improved their environment score	79.30%
7 Percent of new service recipients with high-risk nutrition scores whose nutritional status improved	66%
8 Percent of new service recipients whose ADL assessment score has been maintained or improved	63%
9 Percent of new service recipients whose IADL assessment score has been maintained or improved	62.30%
10 Percent of family and family-assisted caregivers who self-report they are very likely to provide care	89%
11 Percent of caregivers whose ability to continue to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor)	90%
12 Average time in the Community Care for the Elderly Program for Medicaid Waiver probable customers	2.8 months
13 Percent of customers who are at imminent risk of nursing home placement who are served with community-based services	90%
14 Number of elders served with registered long-term care services	167,250
15 Number of congregate meals provided	5,105,950
16 Number of elders served (caregiver support)	49,070
17 Number of elders served (early intervention/ prevention)	257,260
18 Number of elders served (home & community services diversion)	51,272
19 Number of elders served (LTC initiatives)	5,800
20 Number of elders served (meals, nutrition, education, and nutrition counseling)	72,500
21 Number of elders served (residential assisted living support and elder housing issues)	3,421

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
22	Number of elders served (self care)	303,629
23	Number of elders served (supported community care)	60,540
Executive Director and Support Services		
24	Agency administration costs as a percent of total agency costs / agency administrative positions as a percent of total agency positions	2.1% / 19.6%
Consumer Advocate Services		
25	Percent of complaint investigations initiated by the ombudsman within 5 working days	91%
26	Percent of service activity on behalf of frail or incapacitated elders initiated by public guardianship within 5 days of receipt of request	95%
27	Number of judicially approved guardianship plans including new orders	1,600
Consumer Advocate Services		
28	Number of complaint investigations completed (long-term care ombudsman council)	8,712
DEPARTMENT OF HEALTH		
Administrative Support		
1	Agency administrative costs as a percent of total agency costs/ agency administrative positions as a percent of total agency positions	0.80%
2	Percent of middle and high school students who report using tobacco products in the last 30 days	18.00%
Information Technology		
3	Technology costs as a percent of total agency costs	1%
Family Health Outpatient		
4	Infant mortality rate per 1000 live births	7.3
5	Non-white infant mortality rate per 1000 non-white births	12
6	Percent of low birth weight births among prenatal Women, Infants and Children (WIC) program clients	8.20%
7	Live births to mothers age 15 - 19 per 1000 females 15 - 19	41.4
8	Number of monthly participants in the Women, Infants and Children (WIC) program	372,784
9	Number of daily child care food participants	167,118
Infectious Disease Control		
10	AIDS case rate per 100,000 population	28.18
11	HIV/AIDS resident total deaths per 100,000 population	10.19
12	Chlamydia case rate per 100,000 population	245
13	Tuberculosis case rate per 100,000 population	6.25

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
14 Immunization rate among 2 year olds	90.25%
15 Vaccine preventable disease rate per 100,000 population	3.02
16 Number of patient days (A.G. Holley tuberculosis hospital)	13,000
Environmental Health Services	
17 Food and waterborne disease outbreaks per 10,000 facilities regulated by the Department of Health	3.73
18 Overall sanitation and safety score in department regulated facilities	96.18%
19 Septic tank failure rate per 1000 tanks within 2 years of system installation	2.7
20 Number of radiation facilities, devices, and users regulated	72,448
City Health / Local Health Needs	
21 Number of Healthy Start clients	233,437
22 Number of school health services provided	18,957,068
23 Number of Family Planning clients	215,914
24 Number of immunization services	1,560,479
25 Number of sexually transmitted disease clients	96,632
26 Persons receiving HIV patient care from county health departments (Does not include AIDS Drug Assistance Program clients, insurance projects, or Housing Opportunity for Persons with AIDS)	5,537
27 Number of tuberculosis medical management screenings, tests, skin test readings, nursing assessments, and follow-up services	324,775
28 Number of onsite sewage disposal systems inspected	380,037
29 Number of community hygiene services	95,149
30 Water system/storage tank inspection plans reviewed	275,416
31 Number of vital events recorded	393,570
Public Health Support Services	
32 Percent of laboratory test samples passing routine proficiency testing	100%
33 Percent saved on prescription drugs compared to market price	25.10%
34 Number of birth, death, fetal death, marriage, and divorce records processed	653,796
Child Special Health Care	
35 Percent of families served that have a positive evaluation of care	96.6%
36 Percent of CMS Network enrollees in compliance with the periodicity schedule for well child care	90.6%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
37	Percent of eligible infants/toddlers provided CMS early intervention services	100%
38	Percent of Child Protection Team assessments provided to Family Safety and Preservation within established timeframes	85%
39	Percent of hospitalizations for conditions preventable by good ambulatory care	13%
40	Number of children enrolled in CMS Program Network (Medicaid and Non-Medicaid)	63,030
41	Number of children provided early intervention services	45,032
42	Number of children receiving Child Protection Team (CPT) assessments	29,767
Medical Quality Assurance		
43	Percent of health care practitioners' applications for licensure completed within 90 days	100%
44	Number of days to issue nursing licenses	15
45	Number of licensees who are found to be practicing on a delinquent license	20
46	Amount of revenue collected from delinquent license fines	\$10,000
47	Number of cease and desist orders issued	0
48	Number of licenses that turn null and void	22,518
49	Percent of cease and desist orders issued to unlicensed practitioners in which another complaint of unlicensed activity is subsequently filed against the same practitioner	0%
50	Number of unlicensed individuals investigated	450
51	Number of licenses and renewals issued	552,088
52	Percent of Priority I practitioner investigations resulting in emergency action	44.50%
53	Average number of days to take emergency action on Priority I practitioner investigations	77
54	Percent of initial investigations and recommendations as to the existence of probable cause completed within 180 days of receipt	90%
55	Number of practitioner complaints determined legally sufficient	7,345
56	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (nolle prosequere)	3,000
57	Number of legally sufficient practitioner complaints resolved by findings of no probable cause (letters of guidance)	1,150

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
58 Number of legally sufficient practitioner complaints resolved by findings of no probable cause (issuance of citation for minor)	650
59 Number of legally sufficient practitioner complaints resolved by findings of stipulations or informal hearings	1,521
60 Number of legally sufficient practitioner complaints resolved by findings of formal hearings	49
61 Average number of practitioner complaint investigations per FTE	385
62 Number of inquiries to practitioner profile website	2,000,000
63 Number of legally sufficient practitioner complaints resolved by findings of no probable cause (Notice of noncompliance)	40
Community Health	
64 Percent of emergency medical service providers found to be in compliance during licensure inspection	92%
65 Number of medical students who do a rotation in a medically underserved area	6,070
66 Percent of brain and spinal cord injury victims reintegrated to the community	94%
67 Number of providers who receive continuing education	16,000
68 Number of emergency medical services providers licensed annually	260
69 Number of brain and spinal cord injury victims served	3,424
70 Number of emergency medical technicians and paramedics certified	52,000
Disability Benefits Determination	
71 Percent of disability determinations completed accurately as determined by the Social Security Administration	95.31%
72 Number of disability determinations completed	268,630
DEPARTMENT OF VETERANS' AFFAIRS	
Veterans' Homes	
1 Occupancy rate for homes in operation for 2 years or longer	90%
2 Percent of veterans' homes in compliance with quality of care health care regulations	100%
3 Number of veterans' homes beds available	750
Executive Director / Support Services	
4 Administration costs as a percent of total agency costs	6.80%
5 Administrative positions as a percent of total agency positions	4.40%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Veterans' Benefits / Assistance	
6 Value of cost avoidance because of issue resolution	\$12,244,897
7 Value of cost avoidance because of retroactive compensation	\$70,747,000
8 Number of Veterans' Served	72,800
9 Number of services to veterans	372,118
10 Number of claims processed	15,366
DEPARTMENT OF CORRECTIONS	
Executive Director / Support Services	
1 Administrative support costs of Business Service Centers and Executive Direction as a percentage of total agency costs (less Alien Transfers)	2.76%
2 Administrative support positions of Business Service Centers and Executive Direction as a percentage of total agency positions	2.47%
Security / Institutional Operations	
5 Number of batteries committed by inmates on one or more persons per 1000 inmates	25
6 Number of inmates receiving major disciplinary reports per 1000 inmates	407
7 Percentage of random inmate drug tests that are negative	97.70%
8 Percent of reported criminal incidents investigated by the Inspector General's Office	100%
Adult Male Custody Operations	
9 Number of escapes from the secure perimeter of major institutions	0
Female Custody Operations	
10 Number of escapes from the secure perimeter of major institutions	0
Male / Youth Offender Custody	
11 Number of escapes from the secure perimeter of major institutions	0
Specialty Institutional Operations	
12 Number of escapes from the secure perimeter of major institutions	0
Reception Center Operations	
13 Number of escapes from the secure perimeter of major institutions	0
Public Service Squad / Work Release	
14 Percent of available inmates who work	100%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
15	Number of available work assignments	36,884
16	Number of inmates available for work or program assignments	70,847
17	Percent of those available for work or program assignments who are not assigned	2.20%
Road Prison Operations		
18	Number of escapes from the secure perimeter of major institutions	0
Offender Management / Control		
19	Percent of inmates placed in a facility that provides at least one of the inmate's primary program needs	77.50%
20	Percent of inmates who did not escape when assigned outside a secure perimeter	99.90%
21	Number of transition plans completed for inmates released from prison	29,397
22	Number of release plans completed for inmates released from prison	29,397
23	Percent of release plans completed for inmates released from prison	95.20%
Executive Directions / Support		
24	Percent of victim notifications that meet the statutory time period requirements	99%
Correction Facility Maintenance and Repair		
25	Per diem cost of correctional facilities maintenance and repair	\$3.87
Community Corrections		
26	Status of offenders 2 years after the period of supervision was imposed: number revoked	35,930
27	Status of offenders 2 years after the period of supervision was imposed: percentage revoked	38.80%
28	Status of offenders 2 years after the period of supervision was imposed: number absconded	2,791
29	Status of offenders 2 years after the period of supervision was imposed: percentage absconded	3%
30	Percentage of offenders who successfully complete supervision and are not subsequently recommitted to DOC for committing a new crime within 2 years: to prison	98.90%
31	Percentage of offenders who successfully complete supervision and are not subsequently recommitted to DOC for committing a new crime within 2 years: to supervision	95.80%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
32 Percent of court-ordered amounts collected from offenders on community supervision only by DOC for restitution	56.30%
33 Percent of court-ordered amounts collected from offenders on community supervision only by DOC for other court-ordered costs	61.90%
34 Percent of court-ordered amounts collected from offenders on community supervision only by DOC for costs of supervision	62.70%
35 Number of monthly personal contacts with offenders supervised in the community compared to the department standard: administrative - 0	0
36 Number of monthly personal contacts with offenders supervised in the community compared to the department standard: minimum - 1.0	1
Community Corrections	
37 Number of monthly personal contacts with offenders supervised in the community compared to the department standard: medium - 1.5	1.5
38 Number of monthly personal contacts with offenders supervised in the community compared to the department standard: maximum - 2	2
39 Number of monthly personal contacts with offenders supervised in the community compared to the department standard: Sex Offenders - 3	3
40 Number of monthly personal contacts with offenders supervised in the community compared to the department standard: Community Control - 8	8
Probation Supervision	
41 Percentage of Probationers that successfully complete their sentence or are still under supervision at the end of a two year measurement period	61.70%
Drug Offender Probation	
42 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	42.80%
Pre - trial Intervention	
43 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	71.50%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Community Control	
44 Percentage of Community Control offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period	42.50%
Post Prison Release	
45 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	69.80%
Adult Substance Abuse Services	
46 Percentage of community supervision offenders who have completed drug treatment without subsequent recommitment to community supervision or prison within 24 months after release	95.40%
47 Substance abuse tests administered to offenders being supervised in the community	479,930
48 Percentage of substance abuse tests administered to offenders being supervised in the community in which negative test results were obtained	89.60%
Offender Management and Control	
49 Score sheets processed	134,804
Community Facility Operations	
50 Percentage of offenders that successfully complete their sentence or are still under supervision at the end of a two year measurement period	58.20%
Inmate Health Services	
51 Number of Health care grievances that are upheld:	41
52 Percentage of health care grievances that are upheld	1.10%
53 Number of suicides per 100000 inmates for correctional facilities/institutions within DOC	5
Treatment of Infectious Diseases	
54 Number of health care grievances that are upheld:	41
55 Percentage of health care grievances that are upheld	1.10%
EDUCATION AND PROGRAMS	
Adult Substance Abuse Prevention Services	
56 Percentage of inmates who have completed drug treatment without subsequent recommitment to community supervision or prison within 24 months after release	70.50%
57 Percentage of inmates needing programs who successfully complete Drug Abuse Education/Treatment programs	70.17%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
58	Number of inmates who are receiving substance abuse services	34,810
Basic Education Skills		
59	Percent of inmates completing mandatory literacy programs who score at or above 9th grade level on next Test for Adult Basic Education (TABE)	18%
60	Percent of inmates who successfully complete mandatory literacy programs	34.60%
61	Percent of inmates who successfully complete GED education programs	17.80%
62	Percent of inmates needing special education programs who participate in special education (federal law) programs	88%
63	Percent of inmates who successfully complete vocational education programs	35.40%
64	Average increase in grade level achieved by inmates participating in educational programs per instructional period (3 months)	0.40%
Adult Offender Transition, Rehabilitation, Support Programs		
65	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	TBD
66	Percent of inmates who successfully complete transition, rehabilitation, or support programs without subsequent recommitment to community supervision or prison for 24 months after release	71.60%
67	Number of releases provided faith-based housing assistance	776
68	Number of inmates participating in faith-based dorm programs	1,095
69	Percent of inmates participating in religious programming	40
JUSTICE ADMINISTRATIVE COMMISSION		
1	Number of material/substantial audit findings related to areas of direct JAC responsibility to its customers	0
2	Percent of invoices processed within statutory time frames	99.85%
3	Number of budget amendments processed and agency transfers processed	300
4	Number of accounting transactions (FLAIR) processed	648,450
5	Number of financial reports produced	5,400

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
6 Number of human resource reports prepared	300
7 Number of employee and position transactions (COPES) processed by type	52,600
8 Number of JAC staff users directly supported	54
9 Number of JAC computer devices directly supported	163
10 Number of IRM reports provided to the State Technology Office	1
11 Number of public records requests	38
12 Number of court appointed contracts executed	3,240
13 Number of cases monitored for compliance	41,400
Statewide Guardian Ad Litem Office	
14 Average number of children represented	22,250
15 Percent of cases discharged after DCF supervision is terminated	33%
16 Number of new volunteers certified as a GAL	1,450
State Attorneys	
Each state attorney must report his or her individual results on the following performance measures in their Long-Range Program Plan. The Judicial Administrative Commission must compile and report the combined and individual performance to the Legislature.	
17 Percent of offenders who qualify for enhanced sentencing for whom state attorneys requested enhanced sentencing	100%
18 Number of dispositions by trial verdicts	14,760
19 Total number of dispositions	1,337,510
20 Number of dispositions by pleas	757,470
21 Number of dispositions by non trial	149,610
22 Number of dispositions by otherwise	415,670
23 Percent of dispositions by trial verdicts	1.1%
24 Percent of dispositions by pleas	56.6%
25 Percent of dispositions by non trial	11.1%
26 Percent of dispositions by otherwise	31.1%
27 Number of substantiated Bar grievances filed annually	0
28 Number of misdemeanor criminal case referrals	1,171,900
29 Number of felony criminal case referrals	463,900
30 Number of juvenile criminal case referrals	193,880
31 Number of misdemeanor filings	763,580
32 Number of felony filings	211,110
33 Number of juvenile filings	84,540
34 Average number of misdemeanor referrals per attorney	2,350

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
35 Average number of felony referrals per attorney	340
36 Average number of juvenile referrals per attorney	900
37 Average number of misdemeanor filings per attorney	1,600
38 Average number of felony filings per attorney	200
39 Average number of juvenile filings per attorney	500
40 Number of post conviction relief responses or Habeas Corpus responses	19,780
41 Number of sexual predator civil commitment proceedings	3,090
42 Number of citizen dispute mediations	2,710
43 Number of worthless check diversions	145,900
44 Number of domestic violence diversions	4,930
45 Number of statutory pretrial interventions	41,830
46 Number of cases referred to drug court	16,840
47 Number of Baker Act hearings	28,160
Public Defenders	
Each public defender must report his or her individual results on the following performance measures in their Long-Range Program Plan. The Judicial Administrative Commission must compile and report the combined and individual performance to the Legislature.	
48 Percent of Public Defender clients in custody contacted within 72 hours after appointment	98.90%
49 Percent of felony and misdemeanor cases resolved within the speedy trial rule timeframe unless dismissed	99.50%
50 Number of substantiated Bar grievances filed annually	0
51 Number of appointed cases	806,460
52 Number of criminal cases closed	722,720
53 Number of civil cases closed	16,280
54 Number of cases nolle processed or dismissed	72,210
55 Number of pleas	381,730
56 Number of trials	9,530
57 Number of clients represented	717,920
58 Number of violation of probation hearings	22,570
59 Number of conflict hearings	0
60 Number of initial interviews for assigned cases held for initial appointment	451,950

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Public Defenders Appellate	
	Each public defender appellate must report his or her individual results on the following performance measures in their Long-Range Program Plan. The Judicial Administrative Commission must compile and report the combined and individual performance to the Legislature.
61	Percent of appeals resolved 99%
62	Number of substantiated Bar grievances filed annually 0
63	Number of appointed cases 5,860
64	Number of clients represented 4,970
65	Number of briefs filed 4,580
66	Number of writs filed 110
67	Number of cases closed 4,510
Capital Collateral Regional Counsels	
	Each capital collateral regional counsel must report his or her individual results on the following performance measures in their Long-Range Program Plan. The Judicial Administrative Commission must compile and report the combined and individual performance.
68	Percent of cases in which post-conviction motion, post-conviction appeal, federal habeas corpus motion, or federal appeal is timely filed, without extension 90%
69	Number of substantiated Bar grievances filed annually 0
70	Number of death row cases investigated 78
71	Number of witnesses and experts interviewed 2,500
72	Number of evidentiary hearings 24
73	Number of appellate actions 80
74	Number of factual issues raised that were granted an evidentiary hearing 80
75	Percent of factual issues raised that were granted an evidentiary hearing 50%
76	Number of requested extensions of time granted following court considerations 10
77	Percent of requested extensions of time granted following court considerations 80%
78	Number of 3.851 filings 24
79	Number of Petitions for Certiori 9
80	Number of federal Habeas Corpus petitions and appeals 40
81	Number of signed death warrants 6
82	Cost per case for providing legal counsel \$19,511

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
83 Number of cases with public records preparation	34
84 Number of court decisions to release a death row inmate, grant a new trial, grant a new sentencing hearing, or grant other appeals	6
85 Number of cases prepared	183
86 Number of cases provided legal counsel	183
87 Number of active cases	183
88 Cost per case for case preparation	\$19,347
89 Percent of CCRC issues summarily dismissed by courts or ruled procedurally barred or without merit --- Middle Region	TBD
90 Number of CCRC issues summarily dismissed by courts or ruled procedurally barred or without merit --- Southern Region	TBD
DEPARTMENT OF JUVENILE JUSTICE	
Juvenile Detention Centers	
1 Percentage of youth who remain crime free while in secure detention	98%
2 Number of escapes from secure detention facilities	0
3 Number of youth-on-youth batteries per every 1000 youth served daily in secure detention	0.1
4 Number of youth-on-staff batteries per every 1000 youth served daily in secure detention	0.1
5 Average daily population for secure detention	1,910
6 Percentage of successful completions without committing a new law or contract violation, failing to appear, absconding, or being found to be in contempt of court	95%
7 Average daily population for home detention	1,570
After Care Service / Conditional Release	
8 Percentage of youth who remain crime free during conditional release supervision	81%
9 Percentage of youth who remain crime free one year after release from conditional release	64%
Juvenile Probation	
10 Percentage of youth who remain crime free one year after release from probation	80%
11 Average daily population of youth carried on supervision caseloads of juvenile probation officers by type: Intake and assessment	44,390

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
12 Average daily population of youth carried on supervision caseloads of juvenile probation officers by type: Direct probation supervision	24,675
13 Average daily population of youth carried on supervision caseloads of juvenile probation officers by type: Direct conditional release supervision	2,496
14 Average daily population of youth carried on supervision caseloads of juvenile probation officers by type: Contracted probation or conditional release supervision	2,056
15 Average daily population of youth carried on supervision caseloads of juvenile probation officers by type: Residential commitment program or supervision in another state	6,858
16 Average number of youths served daily under intake status per Juvenile Probation Officer	96
17 Average number of youths served daily under Direct Probation and Intensive Supervision per Juvenile Probation Officer	45
18 Average number of youths served daily under State- Operated Conditional Release and Post Commitment Probation per Juvenile Probation Officer	61
19 Average number of youths served daily under Contracted Conditional Release per Juvenile Probation Officer charged with their case management	154
20 Average number of youths served daily in Residential Commitment per Juvenile Probation Officer charged with their case management	152
21 Number of youths court ordered to probation supervision	52,376
22 Number of youths received at intake	99,021
23 Number of youth served by the Redirections Program	288
24 Number of youth successfully diverted from residential commitment placement within six months of successfully completing the Redirections Program	231
Non-Resident Delinquent Rehabilitation	
25 Percent of youths who remain crime free one year after release from diversion or probation day treatment	70%
Executive Director / Support Services	
26 Total collections of statutorily mandated maintenance fees	\$1,000,000
Information Technology	
27 Timeliness (in seconds) of processing information requests for juvenile offender criminal history reports	12

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

	Measure	Standard
	Residential Correction Program	
28	Number of youth-on-youth batteries per 1000 youth, based on average daily population in secure environment	0.13
29	Number of youth-on-staff batteries per 1000 youth, based on average daily population in secure environment	0.23
30	Average daily population of youth served in secure residential commitment by level (High and Maximum)	High=1,962 Max=147
31	Number of escapes from secure residential commitment programs	0
32	Percentage of residential commitment program reviews conducted by Quality Assurance, which indicate satisfactory or higher ratings on overall quality (calendar year)	85%
	Non-Secure Resident Commitment	
33	Percentage of youth who remain crime free one year after release from non-secure commitment	60%
34	Number of escapes from non-secure residential commitment programs	146
35	Number of youth-on-youth batteries per every 1000 youth served daily in non-secure residential commitment	0.13
36	Number of youth-on-staff batteries per every 1000 youth served daily in non-secure residential commitment	0.21
37	Total number of youth served in non-secure residential commitment	10747
38	Average daily population of youth served in residential commitment by level (low and moderate)	Low=444 Mod=3,992
39	Number of residential commitment beds on line	4,797
40	Number of youth receiving non-secure substance abuse treatment	2,000
	Secure Residential Commitment	
41	Percentage of youth who remain crime free one year after release	60%
42	Total number of youth served in residential commitment	3,932
43	Number of residential commitment beds on line	2,341
44	Number of youth receiving substance abuse treatment	1,380
	Delinquency Prevention and Diversion	
46	Percentage of youth who remain crime free six months after completing prevention programs	87%
47	Number of youth served through delinquency prevention programs	40,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
FLORIDA DEPARTMENT OF LAW ENFORCEMENT		
Executive Director / Support Services		
1	Administrative support costs as a percent of total agency costs	4%
2	Number of grants disbursed	400
3	Total Number of agencies accredited	117
4	Number of cases awarded emergency violent crime funds	18
Capitol Police Services		
5	Number of criminal incidents per 1000 employees	9.38
6	Number of officer patrol hours	96,432
7	Number of calls for service	7,489
Crime Lab Services		
8	Percent of lab service requests completed	95%
9	Number of laboratory service requests received	73,112
10	Average number of days to complete lab service requests by lab discipline: Toxicology	40
11	Average number of days to complete lab service requests by lab discipline: Chemistry	30
12	Average number of days to complete lab service requests by lab discipline: Crime Scene	30
13	Average number of days to complete lab service requests by lab discipline: Firearms	80
14	Average number of days to complete lab service requests by lab discipline: Automated Fingerprint Identification System (AFIS)	45
15	Average number of days to complete lab service requests by lab discipline: Latents	60
16	Average number of days to complete lab service requests by lab discipline: Serology/DNA	111
17	Average number of days to complete lab service requests by lab discipline: Computer Evidence Recovery (CER)	90
18	Average number of days to complete lab service requests by lab discipline: Microanalysis	115
19	Number of crime scene service requests completed	600
20	Number of DNA samples added to DNA database	36,000
Investigative Services		
21	Percentage of closed criminal investigations resolved	78%
22	Number of closed criminal investigations resolved	702
23	Number of criminal investigations closed resulting in an arrest	585

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
24	Percent of Criminal investigations closed resulting in an arrest	65%
25	Number of criminal investigations worked	2,500
26	Number of criminal investigations closed	900
27	Percentage of criminal investigations closed	46%
28	Number of short-term investigative assists worked	3,678
29	Number of domestic security concerns reported and responded to by Regional Domestic Security Task Forces	1,000
Mutual Aid / Prevention Services		
30	Number of dignitaries provided with FDLE protective services	52
Public Assistance Fraud Investment		
31	Amount of fraudulent benefits withheld as a result of public assistance fraud investigations	\$20,100,000
32	Number of public assistance fraud investigations conducted	5,625
Information Network Services		
33	Percentage of responses from FCIC hot files that contain substantive information within defined timeframes	98%
34	Percentage of time FCIC is running and accessible	99.50%
35	Percentage response to criminal history record check customers within defined timeframes	94%
36	Percentage of criminal arrest information received electronically (through AFIS) for entry into the criminal history system	89%
37	Number of certified operators	55,643
Prevention / Crime Information Services		
38	Percentage of criminal history information records compiled accurately	93%
39	Number of responses to requests for criminal history record checks	1,770,000
40	Number of registered sexual predators/offenders identified to the public	32,196
41	Number of missing children cases worked through MCIC	3,000
42	Number of arrest records created and maintained	15,965,000
43	Number of criminal history errors corrected	130,000
44	Number of disposition records added to the criminal history file	750,000
Law Enforcement Standards Compliance		
45	Percentage of training schools in compliance with standards	80%
46	Number of breath-testing instruments inspected	491

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
47 Number of records audited to validate the accuracy and completeness of ATMS2 record information	8,000
48 Number of program and financial compliance audits performed	2,000
49 Number of discipline referrals processed for state & local LEO's, CO's and CPO's pursuant to Ch. 120, F.S.	1,500
50 Number of criminal justice officer disciplinary actions	452
Law Enforcement Training Certification Services	
51 Percentage of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers and correctional probation officers	80%
52 Number of individuals who pass the basic professional certification examination for law enforcement officers, corrections officers, and correctional probation officers	5,600
53 Number of course curricula and examinations developed or revised	135
54 Number of examinations administered	7,000
55 Number of individuals trained by the Florida Criminal Justice Executive Institute	764
56 Number of law enforcement officers trained by DARE	145
57 Number of professional law enforcement certificates issued	25,000
58 Number of domestic security training courses delivered	150
DEPARTMENT OF LEGAL AFFAIRS AND ATTORNEY GENERAL	
Office of Attorney General, Civil Enforcement	
1 Percent of mediated open government cases resolved in 3 weeks or less	70%
2 Percent of lemon law cases resolved in less than one year	90%
3 Percent of clients expressing satisfaction with civil enforcement legal services	95%
4 Number of open government cases handled	100
5 Percent of open government disputes resolved through mediation	75%
6 Number of repurchase disclosure/enforcement cases	2,000
7 Number of active lemon law cases	1,425
8 Number of active antitrust cases	62
9 Number of active economic crime cases, including consumer and RICO cases	242
10 Number of active Medicaid Fraud cases	750

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
11	Number of hearings held before the court- Children's Legal Services	32,000
12	Number of active ethics cases	33
13	Number of active child support enforcement	65,000
14	Number of active civil rights cases	38
	Constitutional Legal Services	
15	Number of days for opinion response	28
16	Percent of clients expressing satisfaction with constitutional legal services	95%
17	Number of opinions issued	200
18	Number of active Solicitor General cases	390
	Criminal / Civil Lit Defense	
19	Percent of clients expressing satisfaction with criminal and civil legal defense services	95%
20	Total fees and costs expended for legal services with private outside counsel	TBD
21	Percentage of State of Florida legal services conducted, private v. public	TBD
22	Salaries, benefits, and costs of in-house legal units for each state agency	TBD
23	Number of capital cases - briefs/state & federal responses/oral arguments	200
24	Number of noncapital cases - briefs/state & federal responses/oral arguments	19,000
25	Number of active sexual predator commitment appeals	175
26	Number of active eminent domain cases	1,456
27	Number of active tax cases	1,373
28	Number of active civil appellate cases	323
29	Number of active inmate cases	1,651
30	Number of active state employment cases	113
31	Number of active tort cases	395
	Victim Services	
32	Number of victim compensation claims received	21,000
33	Number of days from application to payment of victim compensation claim	58
34	Number of victims served through grants	200,000
35	Number of people attending victims and crime prevention training	5,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Executive Direction/Support Services	
36 Of eligible attorneys, percent who have attained rating, BV rating, and or board certification	70%
Prosecution / Multi - Circuit Crime	
38 Conviction rate for defendants who reached final disposition	90%
39 Of the defendants who reached disposition, the number of those convicted	391
40 Number of law enforcement agencies assisted	75
41 Total number of active cases, excluding drug cases	650
42 Total number of active drug related multi-circuit organized criminal cases	275
Campaign Finance / Election Fraud	
43 Ratio of active cases to Attorneys	115:01:00
44 Conviction rate where the Commission has found probable cause	90%
45 Percent of cases that are closed within 12 months	80%
PAROLE COMMISSION	
Post-Incarceration Enforcement/Victims' Rights	
1 Parolees who have successfully completed their supervision without revocation within the first two years: Number	50
2 Parolees who have successfully completed their supervision without revocation within the first two years: Percentage	85.71%
3 Percentage of revocation cases completed within 90 days after final hearing	99.99%
4 Percent of cases placed before the Parole Commission/Clemency Board containing no factual errors	92.84%
5 Number of conditional release cases handled	4,691
6 Number of revocation determinations	2,767
7 Number of Clemency cases handled	50,970
8 Number of Parole Release Decisions	1,573
9 Number of Victims Assisted	3,418
DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES AND COMMISSIONER OF AGRICULTURE	
AGRICULTURAL LAW ENFORCEMENT	
1 Criminal investigations closure rate	80%
2 Number of law enforcement investigations initiated	1,995
Agricultural Water Policy Coordination	
3 Percent of agricultural producers who adopted and are using BMPs in priority basins or watersheds	60%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
4	Number of water policy assists provided to agricultural interests	480
5	Percent of agricultural lands in the Okeechobee watershed covered under a Conservation or Nutrient Management Plan	68.00%
6	Number of gallons of water conserved through improved irrigation management	5.5 billion
Executive Direction and Support Services		
7	Administrative cost as a percent of total agency costs	4.17%
8	Administrative positions as a percent of total agency positions	5.03%
Division of Licensing		
9	Percent of license revocations or suspensions initiated within 20 days after receipt of disqualifying information (all license types)	90%
10	Percent of security, investigative, and recovery licenses issued within 90 days after receipt of an application	90%
11	Percent/number of concealed weapon/firearm licenses issued within 90-day statutory timeframe without fingerprint results	5%/1,200
12	Number of default concealed weapon/firearm licensees with prior criminal histories	200
13	Percent of security, investigative, and recovery investigations completed within 60 days	95%
14	Percent of security, investigative, and recovery investigations completed within 30 days	95%
15	Average cost of concealed weapon/firearm application processed	\$50
16	Average cost of security, investigative, and recovery application processed	\$52
17	Average cost of security, investigative, and recovery investigation	\$1,800
18	Average cost of security, investigative, and recovery compliance inspection	\$285
19	Average cost of administrative action (revocation, fine, probation, and compliance letters)	\$315
20	Number of investigations performed (security, investigative, recovery complaint, and agency-generated investigations)	1,550
21	Number of compliance inspections performed (security, investigative, and recovery, licensee/new agency, and random inspections)	2,500

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
Land Management		
22	Percent of state forest timber producing acres adequately stocked and growing	61%
23	Number of acres of state forests managed by the department	1,007,000
24	Number of hours spent providing forest-related technical assists to non-industrial private landowners	32,000
25	Number of hours spent providing forest-related technical assists to public land management agencies	13,300
26	Number of state forest visitors served	650,000
Wildfire Prevention and Management		
27	Percent of acres of protected forest and wild lands not burned by wildfires	99.12%
28	Percent of threatened structures not burned by wildfires	98.50%
29	Number/Percent of wildfires caused by humans	3,200/78%
30	Number of wildfires detected and suppressed	4,025
31	Number of acres burned through prescribed burning	2.3 million
32	Number of acres of forest land protected from wildfires	25,380,158
33	Number of person-hours spent responding to emergency incidents other than wildfires	3,000
Dairy Facilities Compliance and Enforcement		
34	Percent of milk and milk products analyzed that meet standards	93.30%
35	Percent of dairy establishments meeting food safety and sanitation requirements	86%
36	Number of milk and milk product analyses conducted	70,000
37	Number of dairy establishment inspections	2,000
Food Safety Inspection and Enforcement		
38	Percent of food establishments meeting food safety and sanitation requirements	91%
39	Percent of food products analyzed that meet standards	91.20%
40	Percent of produce or other food samples analyzed that meet pesticide residue standards	97.80%
41	Number of inspections of food establishments and water vending machines	80,900
42	Number of food analyses conducted	43,955
43	Number of chemical residue analyses conducted	218,880
Agricultural Environmental Services		
44	Percent of feed, seed and fertilizer inspected products in compliance with performance/quality standards	89%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
45 Percent of registered pesticide products evaluated and/or managed that are in compliance with regulations	91%
46 Percent of licensed pest control applicators inspected who are in compliance with regulations	92%
47 Percent of licensed pesticide applicators inspected who are in compliance with regulations	88%
48 Number of reported human/equine disease cases caused by mosquitoes	101/173
49 Number of pest control, feed, seed, fertilizer, and pesticide inspections conducted	19,431
50 Number of people served by mosquito control activities	14,979,291
51 Number of pesticide products registered	12,479
52 Number of pesticide sample determinations made in the pesticide laboratory	53,462
53 Number of pest control businesses and applicators licensed	43,032
54 Number of fertilizer sample determinations	175,342
55 Number of official seed sample determinations performed	65,513
Consumer Protection	
56 Percent of all regulated entities where an investigation found a violation of consumer protection laws	4.36%
57 Number of lemon law assists made to consumers	26,500
58 Number of complaints investigated/processed by the Division of Consumer Services	37,500
59 Number of no sales solicitation calls processed	66,545
60 Number of regulated entities licensed by Division of Consumer Services	42,130
61 Number of assists provided to consumers by the call center	318,350
Standards and Petroleum Quality Inspection	
62 Percent of regulated weighing and measuring devices, packages, and businesses with scanners in compliance with accuracy standards during initial inspection/testing	96%
63 Percent of LP Gas facilities found in compliance with safety requirements on first inspection	21%
64 Percent of amusement attractions found in full compliance with safety requirements on first inspections	41%
65 Percent of petroleum products meeting quality standards	99.20%
66 Number of LP Gas facility inspections and re-inspections conducted	6,500
67 Number of petroleum field inspections conducted	235,000
68 Number of petroleum samples analyzed	65,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
69	Number of amusement ride safety inspections conducted	10,829
	Fruits and Vegetables Inspection and Enforcement	
70	Dollar value of fruit and vegetables that are shipped to other states or countries that are subject to mandatory inspection	\$1,400,000,000
71	Number of tons of fruits and vegetables inspected	13,500,000
	Agricultural Products Marketing	
72	Florida agricultural products as a percent of the national market	3.11%
73	Total sales of agricultural and seafood products generated by tenants of state farmers markets	\$250 million
74	Percent of available square feet of State Farmer's Markets leased	95.00%
75	Number of buyers reached with agricultural promotion campaign messages	3.65 billion
76	Number of marketing assists provided to producers and businesses	61,163
77	Pounds of federal commodities and recovered food distributed	70,000,000
78	Number of leased square feet at State Farmers' Markets	2,000,000
	Aquaculture	
79	Shellfish illness reported from Florida shellfish products per 100,000 meals served	0.331
80	Percent of shellfish facilities in significant compliance with permit and food safety regulations	80%
81	Number of shellfish processing plant inspections	500
82	Number of shellfish processing plants inspected	110
83	Number of acres tested	1,445,833
84	Number of leases verified for compliance	688
85	Number of bushels or processed shell and live oysters deposited to restore habitat on public oyster reefs	366,760
	Agricultural Interdiction Stations	
86	Percent of vehicles carrying agricultural related products that are inspected and found to be free of potentially devastating plant and animal pests and diseases	99.40%
87	Amount of revenue generated by bills of lading transmitted from to Department of Revenue from agricultural interdiction stations	\$14,285,304
88	Number of vehicles inspected at agricultural interdiction stations	12,406,956

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
89 Number of vehicles inspected at agricultural interdiction stations transporting agricultural or regulated commodities	3,846,156
90 Number of Bills of Lading transmitted to the Department of Revenue from Agricultural Interdiction Stations	124,069
Animal Pest and Disease Control	
91 Percent of livestock and poultry infected with specific transmissible diseases for which monitoring, controlling, and eradicating activities are established	0.00043%
92 Number of animal site inspections performed	16,500
93 Number of animals tested or vaccinated	522,416
Plant Pest and Disease Control	
94 Percent of newly introduced pests and diseases prevented from infesting Florida plants to a level where eradication is biologically or economically unfeasible	83%
95 Percent of commercial citrus acres free of citrus canker	98%
96 Number of plant, fruit fly trap, and honeybee inspections performed	1,500,000
97 Number of commercial citrus acres surveyed for citrus canker	832,000
98 Number of sterile med flies released	6 billion
99 Number of acres where plant pest and disease eradication or control efforts were undertaken	20,000
100 Number of plant, soil, insect, and other organism samples processed for identification or diagnosis	75,000
101 Number of cartons of citrus certified as fly-free for export	10,014,270
DEPARTMENT OF COMMUNITY AFFAIRS	
Program: Community Planning	
Community Planning	
1 Percent of local comprehensive plan amendments determined to be in compliance with the Growth Management Act	98%
2 Percent and number of local governments receiving technical assistance to promote innovative planning strategies and encourage optional planning provisions	53%/249
3 Plan amendment packages reviewed	610
4 Local government evaluations and appraisal reports (EAR's) reviewed	75
5 Technical assistance initiatives undertaken	350
6 Plans that adequately address disaster mitigation	3
7 Developments of regional impact managed	365

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
8 Areas of critical state concern development orders reviewed and final orders Issued	1,315
9 Technical assistance initiatives undertaken (Front Porch Florida)	12
Program: Emergency Management	
Pre-Disaster Mitigation	
10 Dollars Saved by Mitigating Repetitive Losses	\$6.6 million
11 Communities Supported to Mitigate (Prevent) Hazards	175
12 Repetitive Loss Structures Mitigated	20
Emergency Planning	
13 Percent of counties with an above average capability rating to respond to emergencies	65%
14 Hurricane Shelter Spaces Created	40,000
15 Applicants Provided Technical Assistance	9,000
16 Personnel Trained in Emergency Preparedness	11,000
17 Plans, Reports, and Procedures Maintained	200
18 Mutual Aid Signatories Maintained	600
19 Public Hurricane Shelters Evaluated	200
20 Entities with Enhanced Capabilities	630
Emergency Recovery	
21 Average number of months required for communities to completely recover from a disaster	60
22 Post-Disaster Recovery Projects	5,000
23 Financial Agreements Funded and Managed (Recovery and Mitigation)	460
24 Projects Requiring National Environmental Policy Act Review	225
25 Post-Disaster Assessments Conducted	75
26 Outreach Team Members Deployed	200
Emergency Response	
27 Percent of events in which the affected population is warned within an appropriate timeframe in relation to the disaster/event (% within # of minutes)	96.0% within 10 minutes
28 Days Activated at Level 2 or Above	100
29 Incidents Reported to the State Warning Point	8,400
30 Requests for State Assistance	700
31 Population in National Oceanic and Atmospheric Administration (NOAA) Weather Radio Transmission	17 million

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Hazardous Materials Compliance Planning	
32 Percent of known facilities in compliance with hazardous materials planning programs	92%
33 Local Organizations supported to enhance hazardous materials compliance planning	70
34 Community Right-To-Know Requests Fulfilled (Hazardous Materials)	200
35 Hazardous Materials Facility Audits Completed	170
36 Hazardous Materials Planning Financial Agreements Maintained	70
Program: Housing and Community Development	
Affordable Housing And Neighborhood Redevelopment	
37 Number of neighborhoods assisted and improved through community development block grant programs, empowerment zone programs, and affordable housing programs	160
38 Percent Low to Moderate Income (LMI) Individuals of Total Served	70%
39 Jobs Created/Retained	140
40 Housing Units Rehabilitated or Replaced	718
41 People Trained/Served	535
42 Public Facilities Built or Improved	30
43 Percentage of implemented contracts between the Office of Urban Opportunity and the Front Porch Florida communities' Revitalization Councils	95%
44 Percentage of implemented and completed projects in the Neighborhood Action Plans, funded through the Office of Urban Opportunity	65%
45 Communities designated	20
Building Code Compliance And Hazard Mitigation	
46 Percent of local governments that have a building code program rated at or above a specified level of effectiveness by a recognized rating organization	78%
47 People Trained/Served	10,000
48 Code Amendments Promulgated	1,000
49 Permits Issued for Manufactured Buildings	36,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
Public Service And Energy Initiatives		
50	Number of households benefiting from services provided by Community Services Block Grant program, Low Income Home Energy Assistance Program, and Weatherization Program	217,000
51	Dollars saved through Public Service Energy Initiatives	\$18.9 million
52	Households Served (Home Energy Assistance)	79,800
53	Households Served (Community Services)	136,000
54	Clients served (civil legal assistance)	2,700
Land Acquisition and Administration		
55	Percentage of land acquisition projects that protect predominantly natural communities	50%
56	Percentage of land acquisition projects in built-up urban areas	50%
57	Percentage of land acquisition projects that contain greenways or recreational trail systems	20%
58	Project Applications Processed	120
59	Acres Acquired	4,844
Florida Housing Finance Corporation		
Affordable Housing Financing		
60	Percent of targeted dollars that are allocated to the targeted population	96%
61	Ratio of non-state funding to state appropriated dollars	2:01
62	Percent of units exceeding statutory set-asides	105%
63	Number of applications processed	563
64	Number of affordable housing loans funded	540
65	Number of local governments under compliance monitoring for the State Housing Initiatives Partnership (SHIP) program	115
66	Number of local governments served (SHIP) program (incentive funds)	115
DEPARTMENT OF ENVIRONMENTAL PROTECTION		
Invasive Plants		
1	Percent of Florida's public water bodies in which invasive aquatic plants are under maintenance control	97%
Land Administration		
2	Percent of parcels closed within agreed upon timeframe	75%
3	Purchase price as a percent of approved value for parcels	92%
4	Annual percent increase in acreage of land (or interests therein) on the Florida Forever List	6%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Land Management	
5 Percent of uplands instrument requests/applications completed within 12 months as compared to those received timely	95%
6 Percent of submerged lands lease instruments completed within 12 months as compared to those received	95%
7 Percent of asset management instrument requests/applications completed within 12 months as compared to those received	100%
Florida Geological Survey	
8 Percent of oil and gas facilities in compliance with statutory requirements	94.2%
9 Net oil and saltwater spilled as a percent of total liquids produced	0.0025%
Laboratory Services	
10 Average cost per analysis (Number of dollars)	\$43.00
11 Average number of hours expended per full time equivalent (FTE) in analyzing or interpreting environmental data	500
12 Number of reports and publications with scientific findings and management options for reducing exposure of humans and wildlife to ingested mercury	10
13 Number of reports and publications with scientific findings as to the amounts, sources and deposition of fixed nitrogen compounds (i.e. nitrates and ammonia) as may influence the water quality of Tampa Bay	5
Information Technology	
14 Number of terabytes transported/Bureau of Information Systems budget expended	155/\$1
Beach Management	
15 Percent of beaches that provide upland protection, wildlife, or recreation according to statutory requirements	82%
Water Resource Protection and Restoration	
16 Percent of reclaimed water (reuse) capacity relative to total domestic wastewater capacity	55%
17 Percent of facilities/sites in compliance	88%
18 Percent of surface waters that meet designated uses	88%
19 Percent of ground waters that meet designated uses	85%
20 Percent of phosphate mined lands that have been reclaimed and released from reclamation obligations	95%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
21	Percent of public water systems with no significant health drinking water quality problems	93.5%
22	Percent change in gross per capita water use	0.50%
	Water Supply	
23	Percent of reclaimed water (reuse) capacity relative to total wastewater capacity	55%
	Waste Cleanup	
24	Cumulative percent of petroleum contaminated sites with cleanup completed	19%
25	Cumulative percent of dry-cleaning contaminated sites with cleanup completed	5%
26	Cumulative percent of other contaminated sites with cleanup completed	52%
	Waste Control	
27	Percent of regulated solid and hazardous waste facilities in significant compliance with statutory requirements	92%
28	Percent of inspected facilities that generate, treat, store or dispose of hazardous waste in significant compliance	89%
29	Percent of regulated petroleum storage tank facilities in significant compliance with state regulations	79%
30	Percent of non-government funded contaminated sites with cleanup completed	45%
31	Percent of municipal solid waste managed by recycling/waste-to-energy/land filling	27%/13%/60%
	Land Management	
32	Percent of managed acres with invasive or undesirable species controlled	35%
33	Percent change in the number of acres designated as part of the statewide system of greenways and trails from those so designated in the previous year	1.50%
34	Number of acres designated as part of the statewide system of greenways and trails to date	719,927
	Recreational Assistance to Local Governments	
35	Percent change in Number of technical assists provided to local governments from those provided in the previous year	2%
	State Park Operations	
36	Percent change in state park acres from the prior fiscal year	1%
37	Percent change in the number of state parks acres restored or maintained in native state from the prior fiscal year	2%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
38 Percent increase in the number of visitors from the prior fiscal year	1.30%
Coastal and Aquatic Managed Areas	
39 Total number of degraded acres in National Estuarine Research Reserves enhanced or restored	1,626
40 Percent change in the number of degraded areas in National Estuarine Research Reserves enhanced or restored from those enhanced or restored in the previous fiscal year	1%
41 Percent change of managed lands infested by invasive plants	2.5%
42 Percent increase in number of visitors	3%
43 Number of sea grass monitoring stations	255
44 Number of water quality monitoring stations	91
45 Number of vessel groundings investigated	94
Air Assessment	
46 Percent of population living in areas monitored for air quality	90%
47 Percent of time population breathes good or moderate quality air	99.10%
48 Percent change in pounds of annual emissions of nitrous oxide per capita compared with the level five years ago	2.50%
49 Percent change in pounds of annual emissions of sulfur dioxide per capita compared with the level 5 years ago	2.50%
50 Percent change in pounds of annual emissions of carbon monoxide compared with the level 5 years ago	1.25%
51 Percent change in pounds of annual emissions of volatile organic compounds compared with the level 5 years ago	2.50%
Air Pollution Prevention	
52 Percent of Title V facilities in significant compliance with state regulations	96%
53 Percent of time population breathes good or moderate quality air	99.10%
54 Percent change in pounds of annual emissions of nitrous oxide per capita compared with the level five years ago	2.50%
55 Percent change in pounds of annual emissions of sulfur dioxide per capita compared with the level 5 years ago	2.50%
56 Percent change in pounds of annual emissions of carbon monoxide compared with the level 5 years ago	1.25%
57 Percent change in pounds of annual emissions of volatile organic compounds compared with the level 5 years ago	2.50%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
Utility Siting and Coordination		
58	Percent improvement in electric generation capacity compared to baseline year	3.35%
59	Percent improvement in electric transmission capacity compared to baseline year	0.04%
60	Percent improvement in natural gas capacity compared to baseline year	4.92%
Environmental Investigations		
61	Percent change from previous year of number of marine facilities participating in clean vessel and clean marina programs	12%
62	Ratio of clean facilities to total number of known marinas and boatyards	440/2007
63	Ratio of incidences of environmental law violations to 100,000 Florida population	2.18/100,000
Patrol on State Lands		
64	Ratio of criminal incidences within the parks to 100,000 Florida park visitors	30/100,00
Emergency Response		
65	Ratio of incidences of pollutant discharges to 100,000 Florida population	17/100,000
Executive Direction and Support Services		
66	Administrative costs as a percent of total agency costs	1.40%
67	Administrative positions as a percent of total agency positions	9.50%
68	Percent of projects completed timely by the Office of Strategic Projects and Planning	90%
69	Percent contacts resolved (answered or appropriately referred) by the Office of Strategic Projects and Planning	95%
70	Percent of customer service requests resolved within 3 days by the Office of Citizen Services	85%
71	Percent of annual Florida Coastal Management Program statutory update requests filed with National Oceanic and Atmospheric Administration within 6 months after Florida statutes revised	100%
72	Submission of annual grant application to National Oceanic and Atmospheric Administration within statutory time frame (Yes or No)	Yes
73	Percent of required subgrant site visits conducted (Office of Intergovernmental Programs)	100%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
74 Percent legal contacts resolved (answered, referred, completed) by the Office of General Counsel	97%
75 Percent of legal cases resolved by the Office of General Counsel	45%
76 Percent of mentors participating over one year (Office of Communication)	10%
77 Percent of legislative bills filed per legislative session requiring intervention by lobbying team, due to relevance to Department	16%
78 Percent of Inspector General recommendations agreed to by management	95%
80 Percent of Florida Everglades acreage restored and/or set aside under department protection	0.39%
81 Percent of press requests completed by reporter deadline	100%
82 Percent of Cabinet agenda items passed	83%
83 Percent of proposed agenda items that reach Legislative agenda	95%
84 Percent of invoices paid timely as per statutory guidelines	96%
85 Percent of employee relations issues successfully handled	75%
86 Percent of all budget amendment requests processed and submitted within 5 days of receipt	90%
87 Percent of single sources processed within 3 workdays of receipt of complete single source justification from program area	90%
88 Percent of property inventories received from divisions/districts that are reconciled by the close of the fiscal year	100%
FISH AND WILDLIFE CONSERVATION COMMISSION	
Office of Executive Direction and Administrative Support Services	
1 Compliance with recreational and commercial licensing rules and law	88%
2 Percent change in licensed anglers	-11.63%
3 Percent change in the number of licensed hunters	-5.13%
4 Number of recreational licenses and permits issued	2,300,000
5 Number of commercial and other marine fishing licenses processed	1,849,000
6 Number of wildlife and freshwater fishing commercial licenses and permits issued	61,290

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
7	Number of rural counties counseled regarding use of nature-based recreation as an economic development tool	28
8	Number of people reached with information materials	4,327,601
9	Economic impact of fishing, hunting, and wildlife viewing (dollars/ jobs)	\$10.1 Billion/105,636
10	Number of written conservation education materials provided to citizens	3,188,500
11	Administrative costs as a percent of total agency costs	6.39%
12	Administrative positions as a percent of total agency positions	8.58%
13	Administrative costs per division	TBD
14	Administrative positions per division	TBD
Fish, Wildlife and Boating Enforcement		
15	Compliance with specified commission rules and state Law	81.40%
16	Response time to emergency calls	43 minutes
17	Number of recreational boating injuries	450
18	Number of warnings, arrests and convictions	127,692
19	Number of vessels checked	320,345
20	Aircraft down time	<5.1 day/month/aircraft
21	Communications equipment down time	<2.5 day/year/radio
22	Total number of hours spent in preventative patrol and investigations	930,391
23	Number of vessel safety inspections	320,345
24	Total number of boating accidents investigated	1,292
25	Number of patrol hours	861,026
26	Number of investigative hours	69,365
27	Number of officers and recruits trained	737
28	Number of enforcement flight hours	4,821
29	Number of boats repaired	351
30	Number of equipment repairs	3,282
31	Number of data-related information requests fulfilled	156
32	Number of regulatory zones properly permitted	50
33	Number of boating safety education cards issued	20,000
Hunting and Game Management		
34	Percent of satisfied hunters	80%
35	Number of recreational sites	144
36	Number of hunting accidents	12
37	Number of students graduating from hunter education courses	10,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

	Measure	Standard
	Habitat and Species Conservation	
38	Percent of critical habitat (hot spots) protected through land acquisition, lease or management contract	44%
39	Percent of wildlife species whose biological status is stable or improving	48.70%
40	Number of acres managed for wildlife	5,539,815
41	Number of written technical assists provided	204
42	Number of survey and monitoring projects	195
43	Acres of fish and wildlife habitat purchased	2,800
44	Number of recovery plan actions implemented	44
45	Percent of index lakes where fish populations are stable and increasing	70%
46	Number of water acres where habitat rehabilitation projects have been completed	69,592
	Freshwater Fisheries Management	
47	Percent angler satisfaction	75%
48	Number of water bodies acres managed to improve fishing	904,781
49	Number of fish stocked	850,000
	Marine Fisheries Management	
50	Number of artificial reefs created and/or monitored	160
51	Percent of fisheries stocks that are increasing or stable	80%
52	Number of educational and outreach contacts	70,000
53	Number of fishery management plans reviewed and analysis completed	15
	Fish and Wildlife Research Institute	
54	Number of habitat impact assessments and GIS requests	1,405
55	Number of fisheries assessment and data summaries conducted	136,683
56	Number of requests for status of endangered and threatened species and wildlife completed	130,000
57	Number of red tide and aquatic health assessments completed	90,000
58	Number of manatees rehabilitated	60
59	Number of requests for assessments of seagrass, salt marsh, mangrove, coral, aquatic, and upland habitat	38,841
	DEPARTMENT OF TRANSPORTATION	
	Program: Highway And Bridge Construction	
1	Number of Right-of-Way parcels acquired (Turnpike not included)	1,073

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
2	Number of projects certified ready for construction (Turnpike not included)	73
3	Ratio of transit ridership growth to population growth	1:39
4	Average cost per requested one-way trip for transportation disadvantaged	\$5.68
5	Number of passenger enplanements	69,000,000
6	Number of one-way public transit passenger trips	202,600,000
7	Number of cruise embarkations and disembarkations at Florida ports	16,250,000
8	Number of one-way trips provided (transportation disadvantaged)	5,500,000
Program: Highway Operations		
9	Maintenance condition rating of state highway system as measured against the Department's Maintenance standards	80
10	Percent of commercial vehicles weighed that were overweight: fixed scale weighings	less than 1%
11	Percent of commercial vehicles weighed that were overweight: portable scale weighings	45%
12	Number of commercial vehicles weighed	19,000,000
13	Number of commercial vehicle safety inspections performed	60,000
14	Number of portable scale weighings performed	32,000
15	Lane miles maintained on the State Highway System (Turnpike not included)	39,330
16	Total budget for intrastate highway construction and arterial highway construction divided by the number of lane miles let to contract	\$10,316,300
17	Number of motor vehicle fatalities per 100 million miles traveled	less than 1.75
18	Percentage of state highway system pavement meeting department standards	80%
19	Percentage of FDOT-maintained bridges which meet department standards	90%
20	Percentage increase in number of days required for completed construction contracts over original contract days (less weather days)	less than 20%
21	Percentage increase in final amount paid for completed construction contracts over original contract amount	less than 10%
22	Number of lane miles let to contract for resurfacing (Turnpike not included)	2,239

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
23 Number of lane miles let to contract for highway capacity improvements (Turnpike not included)	171
24 Percentage of construction contracts planned for letting that were actually let	95%
25 Number of bridges let to contract for repair (Turnpike not included)	63
26 Number of bridges let to contract for replacement (Turnpike not included)	16
Florida's Turnpike Enterprise Toll Operations	
27 Operational cost per toll transaction	less than \$0.16
28 Operational cost per dollar collected	less than \$0.19
29 Number of toll transactions	712,863,000
30 Number of lane miles let to contract for resurfacing (Turnpike only)	167
31 Number of lane miles let to contract for highway capacity improvements (Turnpike only)	32
32 Number of bridges let to contract for repair (Turnpike only)	1
33 Lane miles maintained on the State Highway System (Turnpike only)	1,929
Executive Direction and Support Services	
34 Percent of agency administrative and support costs and positions compared to total agency costs and positions	<1.37%/11.12%
AGENCY FOR WORKFORCE INNOVATION	
Executive Direction/Support Services	
Executive Leadership	
1 Percent of agency administration and support costs and positions compared to total agency costs and positions	1.8%/12%
Agency Support Services	
2 Percent of agency administration and support costs and positions compared to total agency costs and positions	1.8%/12%
Program: Workforce Services	
3 Percent of job openings filled	60%
7 Percent of food stamp employment & training (FSET) customers employed	21%
8 Percent of unemployment compensation benefits paid timely	90%
9 Percent of unemployment compensation benefits paid accurately	93.0%
10 Percent of unemployment compensation appeal cases completed timely	80%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
11	Percent of new unemployment compensation employer liability determinations made timely	90%
12	Percent of current quarter unemployment compensation taxes paid timely	96%
13	Percent of federal/state statistical contract deliverables made timely	100%
14	Wagner-Peyser total entered employment rate	35%
15	Wagner-Peyser entered employment wage rate	90%
16	Wagner-Peyser new hire involvement rate	20%
17	Wagner-Peyser employer involvement rate	28%
18	Customer satisfaction - individuals	90%
19	Customer satisfaction - employers	95%
20	Workforce Investment Act adult entered employment rate	79%
21	Workforce Investment Act adult wage rate	90%
22	Workforce Investment Act dislocated worker entered employment rate	86.5%
23	Workforce Investment Act dislocated worker wage rate (average hourly wages of dislocated workers who were employed when they exited the WIA program divided by the Lower Living Standard Income Level for a family of 3)	115%
24	The youth attainment rate for basic skills, work readiness, and occupational skills (14-18 Years of Age)	77%
25	The percent of youth exiters with positive outcomes (14-18 Years of Age)	90%
26	Welfare entered employment rate	27.50%
27	Welfare Transition entered employment wage rate	67%
28	Welfare return rate	15%
29	Number of individuals referred to training	88,000
30	Number of job applicants referred to support services	100,000
31	Number of Unemployment Compensation non-monetary claimant eligibility determinations issued	285,322
32	Number of Unemployment Compensation benefit weeks paid	4,929,452
33	Amount of Unemployment Compensation benefits paid	\$1,089,421,865
34	Number of Unemployment Compensation appeal cases completed	91,996
35	Number of new Unemployment Compensation employer liability determinations made	75,000
36	Amount of Unemployment Compensation taxes collected	\$850,000,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
37	Number of Unemployment Compensation employer tax/wage reports processed	1,777,000
38	Number of initial claims filed by unemployed	671,163
39	Number of Federal/State statistical contract deliverables	256
40	Total number of individuals referred to job openings	400,000
41	Cost per entered employment	\$95
Workforce Florida, Inc.		
42	Number of individuals receiving customized training for new high skill/high wage jobs as a result of Quick Response Training Program (QRT)	9,000
43	Number of individuals receiving customized training for new high skill/high wage jobs as a result of Quick Response Training Program (QRT) in rural areas	500
44	Number of individuals receiving customized training for new high skill/high wage jobs as a result of Quick Response Training Program (QRT) in Enterprise Zone/distressed inner city areas	1,300
45	Number of individuals receiving customized training for new high skill/high wage jobs as a result of Quick Response Training Program (QRT) in Brownfield areas	250
46	QRT ratio of private funds match to state funds	10:1
47	Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT)	6,500
48	Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT) in rural areas	100
49	Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT) in Enterprise Zone/distressed inner city areas	100
50	Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT) grants to companies with fewer than or equal to 100 employees	1,200
51	Number of incumbent workers receiving training as a result of the Incumbent Worker Training Program (IWT) grants to companies with fewer than or equal to 25 employees	200
52	IWT ratio of private funds match to federal WIA funds	4:1
Unemployment Appeals Commission		
53	Percent UC appeals disposed within 45 days	50%
54	Percent UC appeals disposed within 150 days	95%
55	Percent Cases appealed to DCA	7%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
56 Percent Appealed decisions affirmed by DCA	94%
57 Average unit cost of cases appealed to UAC	\$220
58 Average unit cost of cases appealed to DCA	\$740
59 Number of UC appeals disposed	14,500
School Readiness Program	
60 Percentage of children "ready" for school when they enter kindergarten	90%
DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION	
Program: Office of the Secretary and Administration	
Florida Boxing Commission	
1 Percent of licenses suspended or revoked in relation to fights supervised	28%
2 Number of scheduled boxing rounds	2,400
3 Percent of applications processed within 30 days	100%
Executive Direction and Support Services	
4 Agency administration and support costs as a percent of total agency costs	11.01%
5 Agency administration and support positions as a percent of total agency positions	11.47%
Program: Service Operations	
Customer Contact Center	
6 Percent of calls answered	90%
7 Number of calls answered	1.5 million
Central Intake	
8 Percent of applications processed within 90 days	100%
9 Percent of renewals mailed no less than 90 days prior to license expiration dates	100%
10 Number of initial applications processed	388,525
Testing and Continuing Education	
11 Percent of non-deficient, complete providers and individual course applications processed within 90 days	100%
12 Number of candidates tested	128,604
13 Number of non-deficient, complete provider and individual course applications processed within 90 days	7,175
Program: Professional Regulation	
Compliance and Enforcement	
14 Percent of licensees in compliance with all laws and regulations	99.8%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
15	Percent of farm labor contractors inspected found to be in compliance with law	89.0%
16	Percent of employers in compliance with child labor laws on follow-up investigations	85.0%
17	Number of investigations and inspections - farm labor	3,893
18	Number of investigations and inspections - child labor	4,519
19	Percent of required inspections completed	100%
20	Number of enforcement actions	66,321
Standards and Licensure		
21	Percent of complete applications approved or denied within 90 days	100%
22	Percent of licenses that correct violations through alternative means (notices of non compliance, citations or alternative dispute resolution)	40.7%
23	Number of licensees	780,190
Program: Pari-Mutuel Wagering		
Compliance and Enforcement		
24	Percent of races and games that are in compliance with all laws and regulations	99.15%
25	Number of races and games monitored	83,000
Standards and Licensure		
26	Percent of applications processed within 90 days	100%
27	Number of applications processed	18,000
Tax Collection		
28	Collections per dollar of auditing expenditures	\$1.00 per \$20.19
29	Number of audits conducted	83,494
Program: Hotels and Restaurants		
Compliance and Enforcement		
30	Percent of licensees in compliance with all laws and regulations for food service and public lodging establishments	86%
31	Percent of licensees in compliance with all laws and regulations for elevators, escalators and other vertical conveyance devices	86%
32	Number of inspections for food service and public lodging establishments	145,000
33	Number of call back inspections for food service and public lodging establishments	20,000
34	Number of participants trained and number of service requests filled (web hits and orders filled)	250,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
35 Percent of hotel and restaurant licenses processed within 30 days	100%
36 Percent of elevator certificates of operation processed within 30 days	90%
37 Number of licensees for public lodging and food service establishments	78,000
38 Number of licensees for elevators, escalators and other vertical conveyance devices	41,500
Program: Alcoholic Beverages and Tobacco	
Compliance and Enforcement	
39 Percent complying wholesale/retail licensees on yearly basis	84%
40 Percent of total retail alcohol and tobacco licensees and permit holders inspected	36%
41 Percent of alcoholic beverages and tobacco retailers tested found to be in compliance with underage persons' access	95%
42 Number of licensees	70,788
Standards and Licensure	
43 Percent of license applications processed within 90 days	100%
44 Number of applications processed	26,000
Tax Collection	
45 Percent of retail and wholesale tax dollars identified by audit that were collected	99%
46 Collections per dollar of auditing expenditure	\$176
47 Number of audits conducted	286,700
Program: Florida Land Sales, Condominiums and Mobile Homes	
Compliance and Enforcement	
48 Percent of administrative actions resulting in consent orders	90%
49 Average number of days to resolve consumer complaints not investigated	60
50 Average number of days to resolve cases submitted for arbitration	90
51 Average number of days to resolve investigations	120
52 Number of administrative actions resolved by consent orders	55
53 Number of investigations closed	1,000
54 Number of consumer complaints closed	3,000
55 Number of cases closed (arbitration)	675
Standards and Licensure	
56 Percent of permanent licenses issued and filings reviewed as prescribed by laws	100%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
57 Total number of filings and licenses processed	4,300
DEPARTMENT OF CITRUS	
Citrus Research Service	
1 Percent of research recommendations accepted/utilized by the citrus industry	80%
2 Number of acres mechanically harvested	25,000
Executive Direction and Support Services	
3 Administrative cost as a percent of total agency costs	5%
4 Administrative positions as a percent of total agency positions	42%
Agricultural Products Marketing Service	
5 Percent of consumer recall after television orange juice advertising	63%
6 Percent of consumer intent to purchase Florida orange juice on their next shopping trip	70%
7 Presumed U.S. grapefruit juice consumption (measured in single strength equivalent (SSE) gallons)	60.5 million
8 Customer/Grower Satisfaction	70%
9 Number of cartons of fresh orange, grapefruit, and specialty fruit shipped domestically	28,100,000
10 Number of cartons of fresh Florida grapefruit shipped exported	21,800,000
DEPARTMENT OF FINANCIAL SERVICES AND CHIEF FINANCIAL OFFICER	
Program: Office of Chief Financial Officer and Administration	
Executive Direction and Support Services	
1 Administrative costs as a percent of total agency costs	4.43%
2 Administrative positions as a percent of total agency positions	4.93%
Legal Services	
3 Percent of closed files involving allegations of statutory violation that were successfully prosecuted	88%
Information Technology	
4 Percent of scheduled services completed timely	90%
Program: Treasury	
Deposit Security	
5 Maximum administrative unit cost per \$100,000 of securities placed for deposit security service purposes	\$27

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
6 Number of analyses performed on the financial condition of qualified public depositories and custodians, and securities held for regulatory collateral deposit	7,282
7 Number of account actions taken on regulatory collateral deposit accounts	43,743
State Funds Management & Investment	
8 Ratio of net rate of return to established national benchmarks for: (I) Internal liquidity investments	1
9 Ratio of net rate of return to established national benchmarks for: (II) Internal bridge investments	1
10 Ratio of net rate of return to established national benchmarks for: (IV) Medium term external portfolio	1
11 Ratio of net rate of return to established national benchmarks for: (V) Investment grade convertible bonds	1
12 Number of financial management/accounting transactions processed and reports produced	5,500,000
13 Number of cash management consultation services	30
14 Dollar volume of funds invested	\$17.5 billion
Supplemental Retirement Plan	
15 Minimum percent of state employees participating in the State Deferred Compensation Plan (excluding SUS employees)	40%
16 Minimum percent of state employees participating in the State Deferred Compensation Plan (including SUS employees)	37%
17 Number of participant account actions processed by the state deferred compensation office	2,000,000
18 Number of educational materials distributed by the state deferred compensation office	345,000
Program: Financial Accountability for Public Funds	
State Financial Information and State Agency Accounting	
19 Percent of program's customers who returned an overall customer service rating of good or excellent on surveys	95%
20 Percent of vendor payments issued in less than the statutory time limit of 10 days	100%
21 Percent of vendor payments issued electronically	26%
22 Percent of payroll payments issued electronically	90%
23 Percent of retirement payments issued electronically	83%
24 Number of post-audits completed	12

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Recovery and Return of Unclaimed Property	
25 Total dollar amount of claims paid to the owner as a percent of the total dollars in returnable accounts reported/received (Claims paid as a percent of all dollars in accounts received)	75%
26 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%
27 Number / dollar value of owner accounts processed	450,000 / \$163 million
28 Number of claims completed / dollar value of claims paid	120,000 / \$90 million
29 Percent of claims completed within 60 days from date received (cumulative total)	70%
Program: Fire Marshal	
Compliance and Enforcement	
30 Number of fire related deaths occurring in state owned properties required to be inspected	0
31 Amount of direct losses from fires in state owned buildings	\$250,000
32 Percent of mandated regulatory inspections completed	100%
33 Number of recurring inspections completed	7,200
34 Number of high hazard inspections completed	7,000
35 Number of construction inspections completed	1,500
36 Number of regulatory inspections completed	534
37 Percent of fire code inspections completed within statutory defined timeframes	100%
38 Percent of fire code plans reviews completed within statutory defined timeframes	100%
39 Number of boiler inspections completed by department inspectors	3,500
40 Number of construction plans reviewed	700
41 Number of entity requests for licenses, permits and certifications processed within statutorily mandated time frames	6,500
Fire and Arson Investigations	
42 Percent of closed fire investigations successfully concluded, including by cause determined, suspect identified and/or, arrested or other reasons	80%
43 Percent of arson arrests resulting in conviction	87%
44 Percent of closed arson investigations for which an arrest was made in Florida	18%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
45	Total number of closed fire investigations involving economic or physical loss	7,200
Professional Training and Standards		
46	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	90%
47	Challenges to examination results and eligibility determination as a percent of those eligible to challenge	less than 1%
48	Number of students trained and classroom contact hours provided by the Florida State Fire College	4,200/220,000
49	Number of examinations administered	5,500
50	Percent of Fire College students passing certification exam on first attempt	82%
Fire Marshal Administrative and Support Services		
51	Administrative costs as a percent of program agency costs	5.70%
52	Administrative positions as a percent of total program positions	3.40%
53	Number of evidence sample analyses / examinations processed and photographic services provided	6,500/11,488
54	Number of total incidents reported to the Florida Fire Incident Reporting System	1,000,000
Program: State Property and Casualty Claims		
State Self-Insured Claims Adjustment		
55	Average operational cost per claim worked	\$160
56	Number of workers' compensation claims requiring some payment per 100 FTE employees	5.7
57	Average cost of workers' compensation claims paid	\$5,229
58	Percent of liability claims closed in relation to liability claims worked during the fiscal year	51%
59	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	\$1.33
60	Percent of indemnity and medical payments made in a timely manner in compliance with DFS Rule 4L-24.021, F.A.C.	95%
61	Number/percent of responses indicating the risk services training they received was useful in developing and implementing risk management plans in their agencies	100/90%
62	Average cost of tort liability claims paid	\$4,322

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
63 Average cost of federal civil rights liability claims paid	\$32,401
64 Average cost of property claims paid	\$3,300
65 Risk services training and consultation as measured by the number of training units (1 unit = 8 hours) provided and consultation contacts made	180
66 Number of workers' compensation claims worked	25,500
67 Number of liability claims worked	5,700
68 Number of workers' compensation claims litigated	658
69 Number of state property loss/damage claims worked	275
Program: Licensing and Consumer Protection	
Insurance Company Rehabilitation and Liquidation	
70 Ratio of companies in receivership discharged to the number of companies placed in receivership during the fiscal year	>1:1
71 Maximum number of insurance companies entering rehabilitation or liquidation	5
72 Percent of appraised value of assets liquidated for real property	90%
73 Percent of appraised value of assets liquidated for personal property	75%
74 Total number of insurance companies in rehabilitation or liquidation during the year	50
Licensure, Sales Appointment & Oversight	
75 Maximum percent of insurance representatives requiring discipline or oversight	11.51%
76 Number of applications for licensure processed	77,936
77 Number of appointment actions processed	1,453,857
78 Number of applicants and licensees required to comply with education requirements	128,724
79 Number of examinations administered and licenses authorized	84,646
80 Number of agent and agency investigations completed	2,723
81 Number of agent and agency investigations opened	1,999
82 Percent of investigative actions resulting in administrative action against agents and agencies	40%
Insurance Fraud	
83 Percent of insurance fraud cases presented for prosecution by law enforcement investigators	1%
84 Number of insurance fraud investigations completed (not including workers' compensation cases)	1,100

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
85 Number of worker's compensation insurance fraud investigations completed (not including general fraud investigations)	400
86 Number of cases presented for prosecution	680
87 Dollar amount of restitution ordered by the court as a percent of the amount recommended by the Department for fraud investigations, by year ordered	70%
88 Dollar amount of recommended orders of restitution, per capita	30,000
Consumer Assistance	
89 Percent of consumer activities that result in quality service and consumer satisfaction	90%
90 Number of consumer educational materials created and distributed	581,880
91 Number of telephone calls answered through the consumer helpline	426,888
92 Number of consumer requests and information inquiries handled	66,540
93 Number of cemetery and certificate of authority examinations completed	254
Program: Workers' Compensation	
Workers' Compensation	
94 Percent of first indemnity payments made timely	85%
95 Percent of injured workers returning to work at 80% or more of previous average quarterly wage during the four-quarter period following the quarter of injury	65%
96 Number of claim files reviewed annually	26,000
97 Number of employer investigations conducted	55,000
98 Number of injured workers that obtained one or more benefits due to intervention by the Employee Assistance Office	6,000
99 Percentage of injured workers that obtain one or more benefits due to intervention by the Employee Assistance Office	40%
100 Percentage of injured workers verbally contacted by an Employee Assistance Office representative	31%
101 Number of reimbursement requests audited	6,000
102 Number of reimbursement requests (SDF-2) paid	3,450
103 Amount of assessment dollars collected	\$261,000,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
Program: Financial Services Commission		
Compliance and Enforcement - Insurance		
104	Maximum number of days from date of applications for a new certificate of authority initially submitted to the OIR to the date the OIR approves or denies the application pursuant to 120.80(9), F.S.	180 days
105	Number of applications processed	328
106	Number of rate and forms review completed	13,000
107	Percent of rate and forms filings completed within 90 days	92%
108	Number of financial review and examinations completed	11,952
109	Percent of financial analysis reviews completed timely (within 90 days)	93%
110	Number of examinations and investigations that are completed for licensed companies and unlicensed entities	760
111	Current number of licensed/regulated insurance entities	3,500
112	Residual market premium as a percent of total premium for homeowner's (total), mobile home, dwelling fire insurance	22.50%
113	Residual market premium as a percent of total premium for workers' compensation insurance	0.75%
114	Residual market premium as a percent of total premium for automobile insurance	0.50%
115	Average risk based capital percentage	5.00%
116	Percent of financial exams completed within 18 months of exam date	98.00%
Executive Direction and Support Services		
117	Administrative costs as a percent of total agency costs	<12.6%
118	Administrative costs as a percent of total agency positions	<12.6%
Compliance and Enforcement - Securities and Finance		
119	Percent of licensees examined where department action is taken	37.50%
120	Percent of licensees examined on a for-cause basis where department action is taken for violations (reworded)	51.56%
121	Percent of licensees examined where routine department action is taken against the licensee for violations	25.21%
122	Number of for-cause examinations completed	501
123	Number of routine examinations completed	399
124	Percent of total licensees examined to determine compliance with applicable regulations	2.39%
Regulatory Review - Securities and Finance		
125	Percent of licensees sanctioned for violations	<1%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
126	Percent of applicants not granted registration in the securities industry in Florida who subsequently are the subject of regulatory action	50%
127	Number/percent of filing requests processed within a designated standard number of days by type	83,250 / 75%
128	Percent of total applicants not licensed to conduct business in the state because they fail to meet substantive licensing requirements	<4%
Safety and Soundness Of State Banking System		
129	Percent of applications for new Florida financial institutions that seek state charters	67%
130	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%
131	Percent of Florida state-chartered banks that exceed the median of all national/federal banks chartered in Florida on return on equity	51%
132	Percent of banks receiving an examination report within 35 days after the conclusion of their onsite state examination	90%
133	Percent of credit unions receiving an examination report within 20 days after the conclusion of their onsite state examination	90%
134	Percent of de novo applications statutorily complete that are processed within a standard number of 90 days	67%
135	Percent of surveys returned that rate the division's examination program as satisfactory or above	75%
136	Number of domestic financial institutions regulated	316
137	Number of international financial institutions regulated	53
Financial Investigations		
138	Percent of documented violations that were referred for enforcement action	75%
139	Percent of investigations completed that result in enforcement action	26%
140	Number of financial investigations closed	300
141	Percent of referrals that result in enforcement action	75%
Executive Direction and Support Services		
142	Program administration costs as a percent of total program costs	10%
143	Program administration positions as a percent of total program positions	10%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
EXECUTIVE OFFICE OF THE GOVERNOR		
General Office Program		
Drug Control Coordination		
1	Percentage of Floridians who are current users of illegal drugs	4%
LAS/PBS		
2	LAS/PBS system costs : number of users	4,783,294 : 3,705
Tourism, Trade and Economic Development Program		
Economic Development Programs and Projects		
3	Percentage increase in number of customers served in Florida industries targeted by the state's economic development programs	2%/2,879,937
4	Number/dollar amount of contracts and grants administered	327/\$350 million
5	Public expenditures per job created/retained under QTI incentive program	\$3,250
6	Number of jobs created or retained by regional and statewide BBICs	2650
7	Dollar amount and procurement opportunities generated for black businesses	\$2,650,000
8	Matching dollars leveraged by the Black Business Investment Board	\$1,407,847
9	Number of businesses provided technical assistance through Statewide BBIC	662
10	Related business transaction revenues as a result of the Office of the Film Commissioner's facilitated leads	\$107,000,000
11	Number of qualified leads generated	500
12	Number of liaison and policy development activities conducted	160
13	Production entities making on-site visits to Florida (Location Scouts)	100
14	Number of projects worked	890
15	Value of new investment in the Florida space business and programs (cumulative)	\$546,000,000
16	Number of launches	20
17	Number of visitors to space-related tourism facilities	1.8 million
18	Number of financial deals facilitated by the Florida Aerospace Finance Corp.	3
19	Partnerships and projects supported by the Florida Space Research Institute	30

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
20	Number of Florida businesses attending trade shows through FSA led exhibits	25
21	Number of times Florida businesses are provided technical, financial, or other space-related services by the Florida Space Authority	150
22	Percentage increase in the salary average of high wage jobs facilitated by Enterprise Florida, Inc.	124%
23	Number of direct full-time jobs facilitated as a result of Enterprise Florida's recruitment, expansion, and retention efforts	29,000
24	Number of direct full-time jobs facilitated as a result of Enterprise Florida's recruitment, expansion, and retention efforts : (I) Rural Areas (subset)	2,100
25	Number of direct full-time jobs facilitated as a result of Enterprise Florida's recruitment, expansion, and retention efforts : (II) Urban Core areas (subset)	2,100
26	Number of direct full-time jobs facilitated as a result of Enterprise Florida's recruitment, expansion, and retention efforts : (III) Critical industries (subset)	15,000
27	Documented export sales attributable to programs and activities	\$535,300,000
28	Number of qualified marketing leads generated through Enterprise Florida's comprehensive marketing programs	1,800
29	Number of qualified marketing leads generated through Enterprise Florida's comprehensive marketing programs: (I) Trade leads (subset)	1,000
30	Number of qualified marketing leads generated through Enterprise Florida's comprehensive marketing programs: (II) Investment leads (subset)	800
31	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	75%
32	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%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
33	Number of companies assisted by Enterprise Florida in the area of international trade	5,500
34	Number of active recruitment, expansion, and retention projects worked during the year	515
35	Number of leads and projects referred to local economic development organizations	350
36	Number of successful incentive projects worked with local economic development organizations	80
37	Number of times Enterprise Florida's information services are accessed	150,000
38	Economic contributions from Florida Sports Foundation - sponsored regional and major sporting events grants	\$89,800,000
39	Economic contributions to communities as a result of hosting Florida's Senior State Games and Sunshine State Games Championships	\$4,400,000
40	Number of out-of-state visitors attending events funded through grant programs	166,560
41	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	80%
42	Number/amount of major and regional sports event grants awarded	30/\$700,000
43	Percentage increase/number of athletes competing in Florida's Senior Games and Sunshine State Games	5%/13,015
46	Sustained growth in the number of travelers who come to and go through Florida - (I) Out-of-state	73.42 million
47	Sustained growth in the number of travelers who come to and go through Florida - (II) Residents	14.6 million
48	Sustained growth in the beneficial impacts that travelers in Florida have on the state's overall economy - (I) Rental Car surcharge	132.36 million
49	Sustained growth in the beneficial impacts that travelers in Florida have on the state's overall economy - (II) Tourism-related employment	887,448
50	Sustained growth in the beneficial impacts that travelers in Florida have on the state's overall economy - (III) Taxable sales	51.99 billion
51	Sustained growth in the beneficial impacts that travelers in Florida have on the state's overall economy - (IV) Local option tax	305 million

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
52 Growth in private sector contributions to VISIT FLORIDA	60.3 million
53 Satisfaction of VISIT FLORIDA's partners and representative members of the tourism industry with the efforts of VISIT FLORIDA to promote Florida	81%
54 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	55%
55 Return on Investment: State sales tax collections compared to the cost of producing and airing advertisements	TBD
56 Number of persons who inquired about nature-based or heritage activities while visiting the consumer web-site	357,204
57 Quality and effectiveness of paid advertising messages reaching the target audience (subset I impressions)	\$605 million
58 Number of leads and visitor inquiries generated by VISIT FLORIDA events and media placements	4.1 million
59 Quality and effectiveness of paid advertising messages reaching the target audience (subset II leads)	505,000
60 Value and number of consumer promotions facilitated by VISIT FLORIDA	\$37.0M/230
61 Number of private sector partners	3,708
62 Private sector partner financial contributions through direct financial investment	\$2.5 million
63 Private sector partner financial contributions through strategic alliance programs	\$1.1 million
64 Number of trade/cultural missions	4
65 Number of Consular Corps credentials issued	30
66 Number of volunteer technical assistance missions to Central America and the Caribbean (FAVA/CA, Florida Association of Voluntary Agencies for Caribbean Action)	120
67 Number of international and domestic development missions (FAVA/CA)	24
68 Percent of clients who indicate assistance is very responsive, as measured by survey	75%
69 Percent of overseas clients who indicate assistance is very responsive	96%
70 Percent of volunteer-consultants who would volunteer again	97%
71 Ratio of donated services and contributions to the amount of state funding	1.5:1
72 Number of sister cities/sister state grants approved	10

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES		
Program: Executive Direction And Support Services		
1	Agency administration and supports costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions	5.40%/6.42%
Program: Highway Safety		
2	Florida death rate on patrolled highways per 100 million vehicle miles of travel	1.85
3	National average death rate on highways per 100 million vehicles miles of travel	1.5
4	Alcohol-related death rate per 100 million vehicle miles of travel	0.64
5	Number of crashes investigated by FHP	200,361
6	Percent change in number of crashes investigated by FHP	1%
7	Annual crash rate per 100 million vehicle miles of travel	135
8	Number of hours spent on traffic homicide investigations	156,284
9	Number of cases resolved as a result of traffic homicide investigations	1,728
10	Average time (hours) spent per traffic homicide investigations	90.44
11	Percent of recruits retained by FHP for 3 years after the completion of training	90%
12	Actual average response time (minutes) to calls for crashes or assistance	26
13	Number / percent of duty hours spent on preventive patrol (Law Enforcement Officers)	973,703/41%
14	Number / percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	1,195/50%
15	Number / percent of duty hours spent on crash investigations for Law Enforcement Officers	318,700/14%
16	Number / percent of duty hours spent on crash investigations for Community Service Officers	10,707/29%
17	Number / percent of time spent on non-patrol support activities (Law Enforcement Officers)	648,125/29%
18	Average time (hours) to investigate crashes (Long form)	2.17
19	Average time (hours) to investigate crashes (Short form)	1.35
20	Average time (hours) to investigate crashes (Non-reportable)	0.65

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
21	Number / percent of duty hours spent on law enforcement officer assistance to motorists	107,649/5%
22	Number of motorists assisted by law enforcement officers	299,924
23	Number of training courses offered to FHP recruits and personnel	45
24	Number of students successfully completing training	1,224
Criminal And Administrative Investigations		
25	Percent of closed criminal investigations which are resolved	80%
26	Number/percent of duty hours spent on: criminal investigations	56,199/60%
27	Number/percent of duty hours spent on: professional compliance investigations	5,293/6%
28	Number/percent of duty hours spent on: polygraph examinations activities	5,885/5%
29	Number/percent of duty hours spend on: non-investigative support activities	25,250/29%
Florida Highway Patrol		
30	State seat belt compliance rate	67.50%
31	Percent change in seat belt use	1%
Executive Direction And Support Services		
32	Program administration and support costs as a percent of total program costs / Program administration and support positions as a percent of total program positions	1.41%/1.18%
Compliance And Enforcement		
33	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	1:08
34	Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	23,000
35	Percent of dealer licenses issued within 7 working days upon receipt of completed applications	99%
36	Number of automobile dealers licensed	12,045
Program: Driver Licensure		
37	Percent of customers waiting 15 minutes or less for driver license service	75%
38	Percent of customers waiting 30 minutes or more for driver license service	18%
39	Average number of corrections per 1,000 driver records maintained	4

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
40	Number of driver licenses issued	5,098,771
41	Number of ID cards issued	998,852
42	Number of written driver license examinations conducted	1,430,334
43	Number of road tests conducted	587,137
Motorist Financial Responsibility Compliance		
44	Percent of motorists complying with financial responsibility	95%
45	Number of insured motorists	11,100,000
Identification and Control of Problem Drivers		
46	Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation	86%
47	Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity, with annual percentage change shown	3,236/19%
48	Number of problem drivers identified	1,760,812
Mobile Home Compliance and Enforcement		
49	Ratio of warranty complaints to new mobile homes titled	1:100
50	Number of mobile homes inspected	14,000
Motor Carrier Compliance		
51	Ratio of taxes collected as a result of International Registration Program and International Fuel Tax Agreement audits to the cost of audits	\$1.73/1
52	Number of International Fuel Use Tax and International Registration Plans accounts audited	350
53	Number of motor carriers audited per auditor, with number of auditors shown	22:14
Vehicle and Vessel Title And Registration Services		
54	Percent of vehicle/vessel titles issued without error	99%
55	Number of fraudulent motor vehicle titles identified and submitted to law enforcement	780
56	Percent change in number of fraudulent motor vehicle titles identified and submitted to law enforcement	3%
57	Average cost to issue a motor vehicle/vessel title	\$1.90
58	Number of motor vehicle and mobile home titles issued	5,800,000
59	Number of motor vehicle and mobile home registrations issued	19,000,000
60	Issuance of vessel titles	210,000
61	Issuance of vessel registrations	989,000
62	Average number of days to issue vehicle title	3

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Executive Direction and Support Services	
63 Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	2.13%/2.19
Program: Information Technology	
64 Percent of customers who rate services as satisfactory or better as measured by survey	90%
DEPARTMENT OF THE LOTTERY	
Program: Lottery Operations	
Lottery Operations	
1 Transfers to the state Educational Enhancement Trust Fund	\$1098.9 million
2 Total revenue in dollars	\$3759.1 million
3 Operating expense as percent of total revenue	10%
4 Percent of respondents who are aware of the Lottery's contribution to education	65%
5 Executive direction and support services for all lottery operations as a percent of total agency budget	6.5%
DEPARTMENT OF MANAGEMENT SERVICES	
Program: Administration	
Executive Direction and Support Services	
1 Administrative costs as a percent of total agency costs	1.43%
2 Administrative positions as a percent of total agency positions	6.51%
State Employee Leasing	
3 Number of employees in the State Employee Leasing Service	7
Program: Facilities	
Facilities Management	
4 Average Department of Management Services full service rent-composite cost per net square foot (actual) compared to Average Private Sector full service rent-composite cost per net square foot in markets where the Department manages office facilities	\$14.69/\$18.00
5 DMS average operations and maintenance cost per square foot maintained	\$5.12
6 Number of maintained square feet (private contract and agency)	7,511,769
7 Number of leases managed	1,605
8 Net square feet of state-owned office space occupied by state agencies	8,795,004

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
9 Net square feet of private sector office space occupied by state agencies	8,859,062
10 Number of facilities secured	20
Building Construction	
11 Gross square foot construction cost of office facilities for the Department of Management Services compared to gross square foot construction cost of office facilities for private industry average	\$80.69/\$98.81
12 Dollar volume of fixed capital outlay project starts	\$14 million
Program: Support	
Aircraft Management	
13 Cost per flight hour - State vs. Private Provider	\$1,800/\$1,860
14 Number of flight hours	1,250
Federal Property Assistance	
15 Federal property distribution rate	95%
16 Number of federal property orders processed	1,350
Motor Vehicle and Watercraft Management	
17 Miles of commercial rental vehicle contract service provided	38,275,000
18 State contract daily vehicle rental rate vs. Private provider daily vehicle rental rate	\$30.00/\$50.00
Purchasing Oversight	
19 Percent of state term contract savings	28%
20 Number of state contracts and agreements executed	1085
21 Dollars expended by state agencies using the state term contracts and negotiated agreements	\$432,145,935
22 Number of private prison contracts monitored	7
Office of Supplier Diversity	
23 Average minority certification process time (in days)	15
24 Number of businesses certified and registered	1,800
25 Number of businesses reviewed and audited	100
Workforce Programs	
Program: Human Resource Management	
26 Total state cost per position in the state agencies	\$388.73
27 Number of state agencies with established training plans	27
28 Percent of all contracted performance standards met (Outsourced HR)	100%
29 Overall customer satisfaction rating	96%
30 Percent of agencies at or above EEO gender parity with available labor market	87%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
31 Percent of agencies at or above EEO minority parity with available labor market	77%
32 Number of positions in the state agencies supported by the HR automated system	139,022
33 Number of responses to technical assistance requests	25,000
34 Percent of dollars saved by eliminating and reducing expenses	19.25%
Program: Insurance Benefits Administration	
35 Percent of all contracted performance standards met	95%
36 State Employees' Preferred Provider Organization Plan - per member/per year cost - (State) compared to the per member/per year cost - (National Benchmark)	\$7,494/\$7,653
37 DMS administrative cost per insurance enrollee	\$10.27
38 State Employees' Preferred Provider Organization Plan - vendor's administrative cost per insurance enrollee	\$348.76
39 Percent of insurance benefits administration customers satisfied	90%
40 Number of Enrollees (Total)	518,682
Program: Retirement Benefits Management	
41 Percent of members satisfied with retirement services	93.50%
42 Percent of retired payrolls processed timely	100%
43 Percent of service retirees added to the next payroll after receipt of all documents	99%
44 Percent of monthly payrolls from FRS Employers processed within 5 days	99%
45 Turn around times for benefit calculations - information requests (calendar days)	14
46 Percent of participating agencies satisfied with retirement services	98%
47 Percent of agency payroll transactions correctly reported	98%
48 Administrative cost per active and retired member	\$22
49 Percent of local retirement systems annually reviewed which are funded on a sound actuarial basis	97%
50 Number of local pension plan valuations and impact statements reviewed	400
51 Number of FRS members	913,000
Program: Public Employees Relations Commission	
Public Employees Relations	
52 Percent of timely labor dispositions	98%
53 Percent of timely employment dispositions	90%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
54	Percent of dispositions not appealed	90%
55	Percent of appealed dispositions affirmed	90%
56	Number of labor dispositions	801
57	Number of employment dispositions	417
Human Relations		
58	Percent of civil rights cases resolved within 180 days of filing	75%
59	Number of inquiries and investigations	10,000
Program: Technology		
Telecommunications Services		
60	Aggregated discount from commercially available rates for voice and data services	40%
61	Percent of telecommunications customers satisfied	86%
62	Total revenue for voice service	\$72.5 Million
63	Total revenue for data service	\$65.9 Million
Wireless Services		
64	Percent of wireless customers satisfied	80%
65	Percent of state covered by the Joint Task Force Radio System	100%
66	Percent of all 800 MHz law enforcement radio system contracted performance standards met	98.75%
67	Number of engineering projects and approvals handled for state and local governments	230
Information Services		
68	Percent of information services customers satisfied	90%
69	Percent utilization by the Unisys System as used for capacity planning and technology refresh, employing 80% maximum utilization standard	30%
70	Percent utilization by the IBM System as used for capacity planning and technology refresh, employing 80% maximum utilization standard	78%
71	Number of customers served	100
72	Percent of customers satisfied	80%
73	Percent of scheduled information technology production jobs completed	99.90%
74	Percent of information management center's data processing requests completed by due date	90.00%
75	System design and programming hourly cost	\$75
76	Percent of scheduled hours computer and network is available	99.95%
77	Cost per MIP (millions of instructions per second)	\$8,111

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
78	Cost per CPU (Billing charge to users of computer)	<\$0.001
79	First contact resolution rate	95%
80	Cost per Help Desk case	\$8.50
81	Number of service requests completed on time	984
82	Number of scheduled production jobs completed	100,000
83	Scheduled hours computer and network is available	8,112
84	Number of Help Desk calls resolved within 3 hours	2,500
85	Percent of agency service level agreements met	95%
	Administrative Hearings	
	Program: Adjudication of Disputes	
86	Percent of cases scheduled for hearing within 90 days after filing	90%
87	Number of cases closed	4,899
88	Percent of cases closed within 120 days after filing	77%
89	Percent of professional licensure cases scheduled for hearing within 90 days after filing	95%
90	Percent of professional licensure cases closed within 120 days after filing	77%
	Program: Workers' Compensation Appeals - Judges of Compensation Claims	
91	Percent of concluded mediations resulting in resolution (all issues except attorney's fees)	52%
92	Percent of appealed, decided orders affirmed	80%
93	Percent of timely held mediations (130 days)	86%
94	Average number of days from petition filed to disposition order	210
95	Percent of petitions resulting in final orders (i.e., final merit) within statutory timeframe (240 days)	50%
96	Of total claimant attorney's fees awarded, percent awarded under the statutory contingency fee schedule	50%
97	Number of petitions received by presiding judge	125,000
98	Number of mediations held	32,000
99	Number of final merit hearings held	3,410
100	Number of other hearings held	25,000
101	Number of final merit orders entered	2,850
102	Number of lump sum settlement orders	42,000
103	Number of stipulation orders entered	24,000
104	Number of orders other than final orders entered (i.e., procedural orders)	84,500

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
105 Average number of days from date petition filed to scheduled date of first mediation	90
106 Number of disposition orders entered	71,350
107 Percent of petitions closed within the statutory timeframe	60%
DEPARTMENT OF MILITARY AFFAIRS	
Program: Readiness and Response	
Drug Interdiction And Prevention	
1 Percent of law enforcement officers trained that rate the training as relevant and valuable	90%
2 Number of staff days devoted to counterdrug tasks	48,792
3 Number of school aged students attending drug awareness presentations	90,000
4 Number of law enforcement personnel trained (Counterdrug Training Academy Camp Blanding)	625
5 Number of law enforcement personnel trained (Multi-jurisdictional Counterdrug Training in St. Petersburg)	111,516
Military Readiness	
6 Percent of funded positions available for state deployment	99.50%
7 Number/percent of readiness centers rated adequate	41/71%
8 Percent of satisfaction with training facilities at Camp Blanding	88%
9 Number of annual training days at Camp Blanding	200,000
10 Number of new recruits using State Education Assistance Program	1,450
11 Number of crisis response exercises conducted annually	4
12 Number of soldiers for whom the Florida National Guard provides recruitment, retention, and administrative services	12,277
13 Number of readiness centers under maintenance and repair	59
14 Number of guard personnel using Camp Blanding training area	110,000
Military Response	
15 Percent of supported agencies reporting satisfaction with the Department's support for specific missions	90%
16 Number of liaison teams trained	105
17 Number of agencies supported	100
Executive Direction And Support Services	
18 Percent of agency administration and support costs and positions compared to total agency costs and positions	8.70%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
Federal/State Cooperative Agreements		
19	Percent of federal funds executed per year to assist in the administration and operations of community outreach programs (Youth Challenge)	100%
PUBLIC SERVICE COMMISSION		
Utilities Regulation/ Consumer Assistance		
1	Percentage of annual utility increases for average residential usage compared to inflation as measured by the Consumer Price Index (CPI): Composite (CPI FY 2003-04 was 2.3%)	CPI+1
2	Average allowed return on equity (ROE) in Florida compared to average ROE in the USA: Composite	USA +/- 1
3	Percent of utilities achieving within range and over range of last authorized ROE: Electric	100% / 0%
4	Percent of utilities achieving within range and over range of last authorized ROE: Gas	29% / 0%
5	Percent of utilities achieving within range and over range of last authorized ROE: Water & Wastewater	10% / 5%
6	Percent of communications service variances per inspection point examined	15%
7	Percent of electric and gas safety variances corrected on first reinspection	60.10%
8	Consumer Calls: Percent of calls answered	86%
9	Consumer Calls: Average waiting time (in minutes)	1.4
10	Conservation programs reviewed and conservation proceedings undertaken	87
11	Per capita annual kWh energy savings through conservation programs (in kWh)	238
12	Utility Companies for which Rates or Earnings were Reviewed/Adjusted: Electric	19
13	Utility Companies for which Rates or Earnings were Reviewed/Adjusted: Gas	7
14	Utility Companies for which Rates or Earnings were Reviewed/Adjusted: Water & Wastewater	170
15	Proceedings to evaluate or resolve retail and wholesale telecommunications competitive issues	1,600
16	Number of proceedings granting certificates to operate as a telecommunications company and registering intrastate interexchange telecommunications companies	200

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
17	Number of proceedings granting service authority, resolving territorial disputes, or approving territorial agreements: Electric	3
18	Number of proceedings granting service authority, resolving territorial disputes, or approving territorial agreements: Gas	1
19	Number of proceedings granting service authority, resolving territorial disputes, or approving territorial agreements: Water & Wastewater	75
20	Number of proceedings relating to wholesale competition or electric reliability	33
21	Utility consumer inquiries, complaints, and information requests handled	56,000
22	Safety inspections performed (electric and gas)	3,000
23	Communications service evaluations performed	8,000
24	Average customer satisfaction rating of the complaint handling function	TBD
DEPARTMENT OF REVENUE		
Program: Administrative Services Program		
Executive Direction and Support Services		
1	Administrative costs as a percent of total agency costs (not including revenue sharing)	5.65%
2	Administrative positions as a percent of total agency positions	6.25%
Program: Property Tax Administration Program		
Compliance Determination		
3	Percent of classes/subclasses studied (for in-depth counties) & found to have a level of assessment of at least 90%	95%
4	Number of in-depth classes studied with a statistically valid sample	85
5	Number of taxpayers audited with in-depth study process	900
6	Number of refund/tax certificate/tax deed applications processed	4,500
7	Number of taxing authority TRIM compliance packages reviewed and evaluated for compliance	632
8	Number of property appraiser and tax collector budgets reviewed	118
Compliance Resolution		
9	Percent of taxing authorities in total or substantial TRIM compliance on initial submission	98%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
10 Number of assessment, equity, or other compliance actions taken	60
11 Number of audit findings on which feedback was provided to property appraisers	160
12 Number of refund/tax certificate/tax deed compliance issues denied	200
13 Number of TRIM compliance packages returned for non-compliance	10
14 Number of technical adjustments made	400
Compliance Assistance	
15 Percent of users of PTA aid and assistance satisfied with the services provided	90%
16 Number of student training hours provided	38,000
17 Number of counties receiving aid and assistance	67
Program: Child Support Enforcement Program	
Case Processing	
18 Percent of IV-D cases available for the next appropriate action	88%
19 Total number of cases maintained during the year	850,000
20 Total number of individual educational contacts and inquiries answered	7,400,000
Remittance and Distribution	
21 Percent of State Disbursement Unit collections disbursed within 2 business days of receipt	97%
22 Total number of collections processed	7,800,000
23 Total number of collections distributed	7,400,000
Establishment	
24 Percent of IV-D cases with an order for support	70%
25 Total number of paternities established and genetic testing exclusions	75,000
26 Total number of newly established and modified orders	35,500
Compliance	
27 Percent of current support collected (federal definition)	59%
28 Total number of obligated unique cases identified for compliance resolution	450,000
29 Total number of actions processed during the year	500,000
Program: General Tax Administration Program	
Tax Processing	
30 Percent of tax returns reconciled within 30 days	90%
31 Number of accounts maintained	2,050,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
32	Number of tax returns processed	10,000,000
33	Number of distributions made	37,000
	Taxpayer Aid	
34	Percent of educational information/ assistance rendered meeting or exceeding taxpayers' expectations	85%
35	Number of individual educational contacts made	3,100,000
36	Number of taxpayers provided with assistance	1,700,000
	Compliance Determination	
37	Percent of compliance examinations resulting in an adjustment	70.0%
38	Number of filing compliance exams completed	1,100,000
39	Number of taxpayers selected for a tax compliance examination	99,450
40	Number of audits completed	44,000
41	Number of discovery examinations completed	55,000
42	Number of criminal investigations completed	450
	Compliance Resolution	
43	Percent of cases resolved in less than 90 days	80%
44	Number of collection cases resolved	450,000
45	Number of refund claims processed	85,000
46	Number of disputes resolved	210,000
	Program: Information Services Program	
	Information Technology	
47	Information technology costs as a percent of total agency costs	4.22%
48	Information technology positions as a percent of total agency positions	3.16%
	DEPARTMENT OF STATE	
	Program: Elections	
	Election Records, Laws And Codes	
1	Percent of survey respondents satisfied with services (quality and timeliness of response)	90%
2	Average number of days to process campaign finance reports	7
3	Percent of training session/workshop attendees satisfied (quality of content and applicability of materials presented)	98%
4	Number of campaign reports received/processed	5,800
5	Number of attendees at training, workshops, and assistance events	500
6	Number of Internet website hits	10,900,000

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
7	Number of candidates, committees, and members of the public requesting service	150,000
Program: Historical Resources		
Historical Resources Preservation and Exhibition		
8	Total local funds leveraged by historical resources program	\$150 million
9	Percent of customers satisfied with the quality/timeliness of technical assistance provided	96%
10	Number of grants awarded	160
11	Number of dollars awarded through grants	\$13,323,243
12	Number of attendees at produced and sponsored events	10,000
13	Number of publications and multimedia products available for the general public	57
Historic Museums Conservation		
14	Percent of Museum of Florida History visitors rating the experience good or excellent	88%
15	Number of museum exhibits	70
16	Number of visitors to state historic museums	140,000
17	Citizens served - historic museums	3,250,000
Historic Properties Preservation		
18	Total number of properties protected or preserved	9,300
19	Number of preservation services applications reviewed	13,000
20	Number of copies or viewings of publications, including Internet website hits	3,500,000
21	Citizens served - historic properties	7,000,000
Archaeological Research		
22	Total number of historic and archaeological sites recorded in the master site file	150,000
23	Number of historic and archaeological objects maintained for public use	315,000
24	Citizens served - archeological research	3,500,000
Program: Corporations		
Commercial Recordings And Registrations		
25	Percent of client satisfaction with the division's services	93%
26	Average cost/corporate filing	\$4.78
27	Average cost/inquiry	\$0.005
28	Percent of total inquiries handled by mail/walk-ins	2%
29	Percent of total inquiries handled by electronic means	98%
Program: Library and Information Services		
Library, Archives And Information Services		
30	Annual increase in the use of local public library service	2%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
31 Annual increase in the usage of research collections (State Library)	6%
32 Annual cost avoidance achieved by government agencies through records storage/disposition/micrographics	\$95,000,000
33 Customer satisfaction with relevancy / timeliness of research response	96% / 96%
34 Customer satisfaction with Records Management technical assistance / training / Records Center services	99% / 98% / 95%
35 Customer satisfaction with accuracy and timeliness of library consultant responses	98%
36 Number of items loaned by public libraries	87,920,446
37 Number of library customer visits	66,813,348
38 Number of public library reference requests	24,899,103
39 Number of public library registered borrowers	8,482,517
40 Number of persons attending public library programs	3,347,598
41 Number of volumes in public library collections	30,397,016
42 Number of new users (State Library, State Archives)	6,389
43 Number of reference requests handled (State Library, State Archives)	118,957
44 Number of database searches conducted (State Library, State Archives)	7,000,000
45 Number of items loaned (State Library)	54,701
46 Cubic feet of obsolete public records approved for disposal	510,000
47 Cubic feet of non-current records stored at the Records Center	220,000
48 Number of microfilm images created, processed, and/or duplicated at the Records Center	70 million
49 Number of library, archival, and records management activities conducted	231,806,309
Program: Cultural Affairs	
Cultural Support And Development Grants	
50 Attendance at supported cultural events	23,000,000
51 Number of individuals served by professional associations	5,000,000
52 Total local financial support leveraged by state funding	\$400,000,000
53 Number of children attending school-based, organized cultural events	4,500,000
54 Number of program grants awarded	650
55 Dollars awarded through program grants	\$11,926,151
56 Percent of counties funded by the program	83.60%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
57	Percentage of large counties (N=35; population greater than 75,000) funded by the program	97.10%
58	Percentage of small counties (N=32; population less than 75,000) funded by the program	81.30%
59	Number of state-supported performances and exhibits	27,000
60	Number of individuals attending cultural events or served by professional associations	\$28,000,000
JUDICIAL BRANCH		
Court Operations - Supreme Court		
1	Clearance rate (all case types)	100%
2	Number of cases disposed (all case types)	2,466
3	Percent of initial death penalty appeal cases disposed within 2 years of filing	15%
4	Percent of initial death penalty appeal cases disposed within 365 days of perfection	100%
5	Clearance rate for initial death penalty appeals	100%
6	Number of initial death penalty appeal cases disposed	22
7	Percent of post-conviction death penalty appeal cases disposed within 365 days of filing	38%
8	Clearance rate for post-conviction death penalty appeals	100%
9	Number of post-conviction death penalty appeal cases disposed	107
10	Percent of other mandatory review justification cases disposed within 365 days of filing	83.7%
11	Clearance rate for other mandatory review justification cases	100%
12	Number of other mandatory review justification cases disposed	45
13	Clearance rate for discretionary review jurisdiction cases	100%
14	Number of discretionary review jurisdiction cases disposed	1,041
15	Percent of discretionary review jurisdiction cases disposed within 365 days of filing	89.6%
16	Percent of non-death penalty original writ petition cases disposed within 365 days of filing	85.5%
17	Clearance rate for non-death penalty original writ petition cases	100%
18	Number of non-death penalty original writ petition cases disposed	732
19	Percent of Florida Bar cases disposed within 365 days of filing	83.9%
20	Clearance rate for Florida Bar cases	100%

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard	
21	Number of Florida Bar cases disposed	438
22	Percent of other original jurisdiction cases disposed within 365 days of filing	88.6%
23	Clearance rate for other original jurisdiction cases	100%
24	Number of other original jurisdiction cases disposed	81
25	Number of cases supported	3,745
26	Number of records maintained	3,745
27	Square footage secured	176,710
28	Square footage maintained	176,710
Executive Direction and Support Services		
29	Percent of administrative costs compared to total state courts system costs	4.2%
30	Percent of administrative positions compared to total state courts system positions	3.6%
31	Number of judicial and court staff education contact hours	92,057
32	Number of public education contact hours	725
33	Number of professionals certified	3,475
34	Number of major court services, research and evaluation initiatives completed	8
Court Operations - Appellate Courts		
35	Clearance rate (all case types)	100%
36	Number of cases disposed (all case types)	24,547
37	Median number of days from filing of criminal appeals to disposition	201
38	Median number of days from filing of criminal petitions to disposition	51
39	Clearance rate for criminal appeals and petitions	100%
40	Percent of criminal appeals and petitions cases disposed within 180 days of oral argument or conference	98%
41	Median number of days for non-criminal appeals from filing to disposition for notices of appeal	248
42	Median number of days for non-criminal petitions from filing to disposition	77
43	Clearance rate for non-criminal appeals and petitions	100%
44	Percent of non-criminal appeals and petitions cases disposed within 180 days of oral argument or conference	98%
45	Number of records maintained	38,801
46	Number of employees administered	438
47	Square footage secured	755,192
48	Square footage maintained	755,192

Performance Measures and Standards
Approved by the Legislature for Fiscal Year 2005-2006

Measure	Standard
Court Operations - Circuit Courts	
49 Clearance rate (all case types)	94.6%
50 Number of cases disposed (all case types)	3,439,181
51 Clearance rate for Circuit - criminal	100%
52 Number of Circuit - criminal cases disposed	189,904
53 Clearance rate for Circuit - general civil	100%
54 Number of Circuit - general civil cases disposed	182,213
55 Clearance rate for Circuit - domestic relations	100.0%
56 Number of Circuit - domestic relations cases disposed	276,417
57 Clearance rate for Circuit - probate and guardianship	100.0%
58 Number of Circuit - probate and Guardianship cases disposed	106,533
59 Clearance rate for Circuit - juvenile delinquency cases	100%
60 Number of Circuit - juvenile delinquency cases disposed	78,175
61 Clearance rate for Circuit - juvenile dependency	100%
62 Number of Circuit - juvenile dependency cases disposed	13,960
Court Operations - Circuit Courts - Other Judicial Services	
66 Number of employees administered	3,335
67 Number of jurors served	479,159
Court Operations - County Courts	
68 Clearance rate for County - criminal cases	88.4%
69 Number of cases disposed County - criminal cases	871,111
70 Clearance rate for County - civil cases	99.1%
71 Number of County - civil cases disposed	466,004
72 Clearance rate for County - civil traffic cases	94.3%
73 Number of County - civil traffic cases disposed	1,254,864
Judicial Qualifications Commission Operations	
74 Clearance rate	100.0%
75 Number of complaints disposed	491