

# **ANNUAL PERFORMANCE REPORT**

## **Part 1: Agency Summary**

---

**Agency: Department of Public Safety**

**Mission Statement:**

The mission of the Department of Public Safety is the enhancement and maintenance of safety for all persons in the state of Minnesota through education, regulation and enforcement.

The achievement of this mission is fulfilled through 14 separate and diverse programs. On the one hand, the department provides monetary assistance to victims of violent crime, while on the other hand, motor vehicle taxes are collected directly from the public. In between, are the more familiar connections that the public associates with the entity, called "public safety". For instance, the Minnesota State Patrol, the Bureau of Criminal Apprehension (BCA), Fire Marshal, and Emergency Management are typically the most mainstream and readily identified by the public as public safety programs.

The following goals illustrate some of the functions performed by the various programs within Public Safety:

- To provide decentralized, comprehensive sources of information for crime victims.
- To provide coordination, training and technical assistance to the federal, state and local criminal justice agencies that utilize the criminal justice network.
- To inspect intrastate pipeline operations in Minnesota on a regular schedule and enforce the laws pertaining to them.
- To bring the DNA criminal sex files on-line.
- To gather and make available, information on illegal drug demand and efforts to reduce use throughout the state.
- To better utilize existing technology to communicate vital public safety issues to employees and the general public
- To provide leadership and support to all state and local units of government whose responsibilities include mitigation, preparedness, response and recovery to any natural or technological disaster.
- To enhance the safety of transportation of children by conducting inspections of school buses.
- To reduce the number of motor vehicle accidents involving property damage and personal injury, and to further reduce the number of motor vehicle fatalities, through enforcement of Minnesota traffic laws i.e. primarily speed, alcohol, drug impaired driving and seat belt laws.

# **ANNUAL PERFORMANCE REPORT**

## **Part 2: Program Information**

---

**Agency:** Public Safety  
**Program:** Administration and Related Services

**Program Purpose:** The purpose of this program is to provide support services and overall direction/coordination of program activities among all thirteen (13) operating divisions in the Department of Public Safety.

The Commissioner's Office provides over-all direction in the agency. Strategic planning, resource allocation decisions are made at this level of the organization.

The Public Education and Media Relations activity exists to enhance the Department of Public Safety's mission as a whole by providing communication resources and services and by educating and informing all Minnesotans on public safety issues and concerns.

The Office of Personnel assists the department's programs in efficient methods of human resource management through training, guidance, technical assistance and coordination of employee data. The office provides employee selection, job classification and salary determination services, training opportunities, employee safety coordination and labor contract administration for the department.

The mission of the Office of Fiscal and Administrative Services is to promote financial responsibility, efficient resource management and adherence to regulations through: training, guidance, coordination, innovation and oversight, and by furnishing quality centralized support services. This is done through the provision of budgeting, general accounting, financial reporting, payroll, purchasing, accounts payable, contract administration and warehousing services.

The Office of Information Systems Management is responsible for the coordination and management of resource necessary for effective and efficient collection, storage, and access to data necessary for the department to meet its statutory responsibilities.

Support services for the Department (including external customers) includes:

- Oversight and Coordination
- Strategic Planning
- Budget Development
- Resource Allocation Decisions
- Data Management
- Providing Technical Expertise

The goal of this program is to provide specialized services to the operating divisions/external customers in a way that is timely, cost efficient and of high quality.

## **Part 2: Program Information (Cont.)**

### **Performance Objectives and Measures:**

1. Establish baselines of service/customer satisfaction. (except Finance)

**Measure:** Surveys will be developed to measure customer satisfaction.

2. Maintain level of customer satisfaction. As resources are reduced in F.Y. 1995 to a level that is nine (9) percent less than actual expenditures in F.Y. 1992, customer satisfaction with quality and timeliness of service will be maintained at a satisfactory to excellent rating level. (applies to finance only)

**Measure:** Overall rating of services provided by Office of Fiscal & Administrative Services.

	<u>F.Y. 1992</u>	<u>Objectives</u> <u>F.Y. 1995</u>
Actual Rating		
Needs Improvement	4%	4%
Satisfactory	67%	66%
Excellent	29%	30%

Prior Objectives N/A

3. Deliver support services in a competitive manner.

**Measure:** dollars (measured in thousands) expended for support services provided to operating programs in comparison to overall expenditures of the operating programs.

	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u> <u>F.Y. 1994</u>	<u>F.Y. 1995</u>
Percentage of Expenditures				
Administration	4.65%	4.42%	4.43%	4.34%
Operating Programs	95.35%	95.58%	95.57%	95.66%
Actual Expenditures				
Administration	\$4,771	\$4,697	\$4,640	\$4,473
Operating Programs	\$97,780	\$101,452	\$100,156	\$98,705

Prior Objectives N/A

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Public Safety  
**Program:** Administration and Related Services

**Objective 1:** Establish baselines to measure service/customer satisfaction. (except finance)

**Measure:** Surveys to measure customer satisfaction will be developed.

**Definition:** Customer satisfaction as measured by the timely completion of new system projects, response to user problems, system availability and call backs for OISM. Customer satisfaction of PEMR is a measurement of services provided that are timely, quality of materials, and information our customers are interested in receiving.

**Rationale:** OISM is responsible for the development of new information systems projects, maintenance of existing systems, responding to request for technical assistance or information, establishing standards, and coordinating overall information systems planning. It is important to establish a starting point of customer satisfaction so that in the future it will be possible to measure progress in achieving better customer satisfaction. PEMR provides many services to a widely diverse audience. Internal clients and external customers are served but have very different methods and means of accessing PEMR resources; thereby necessitating different surveys.

**DataSource:** Surveys will be prepared that will measure the degree of customer satisfaction both in the timely delivery, the accurate and effectiveness of services provided by OISM. In addition, random system audits will be conducted upon completion of projects to verify and quantify the measures of customer satisfaction. PEMR will prepare surveys for each division and the general public that contacts the office to request materials.

**Factors Beyond Agency's control That Affect Performance:** Materials may be requested by the public on subjects that are not a part of the mission of the Department. Other service requests may not be filled due to budgetary constraints either with PEMR or within the requesting division.

**Objective 2:** Maintain the same level of customer satisfaction. As resources are reduced in F.Y. 1995 to a level that is nine (9) percent less than actual expenditures in F.Y. 1992, customer satisfaction with quality and timeliness of service will be maintained at a satisfactory to excellent rating level.

**Measure:** Overall rating of services provided by Office of Fiscal & Administrative Services.

**Definition:** Customer satisfaction is a measurement of services provided with the following scale for rating: Not Applicable, Needs Improvement, Satisfactory, and Excellent. Two surveys were conducted in Fiscal Years 1989 and 1992 as a means of determining the customer's level of satisfaction with services provided by the Office of Fiscal & Administrative Services.

**DataSource:** A written survey was developed internally in DPS to survey customer satisfaction with services provided by the Office of Fiscal & Administrative Services. The same survey was used in both Fiscal Years 1989 and 1992.

**Rationale:** The Office of Fiscal & Administration Services provides the following services to all programs within the DPS as well as to the Peace Officer Standards & Training Board and the Private Detective Board: budget development and control, general accounting, financial reporting, payroll coordination, purchasing, accounts payable, contract administration and warehousing services. Our desire has been to measure how well we provide these services to our customers and where we should be making improvements in the delivery of services provided. A survey of each customer has been the management tool we have used to assess how well we are doing in providing these services.

**Objective 3:** Deliver support services in a competitive manner.

**Measure:** Dollars expended for support services provided to operating programs in comparison to overall expenditures of the operating programs.

### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Definition:** Dollars expended is a measurement of actual expenditures in F.Y. 1992 and 1993 and projected expenditures in F.Y. 1994 and 1995 in the Administration & Related Services program (support services) in comparison to actual expenditures in F.Y. 1992 and 1993 and projected expenditures in F.Y. 1994 and 1995 of all operating programs in DPS (all programs excluding Administration & Related Services).

All expenditures noted in the definition are actual or projected expenditures of direct appropriation dollars.

**Rationale:** Direct appropriation funding in the Administration & Related Services program has been reduced by nine percent in comparing actual expenditures in F.Y. 1992 to the dollars appropriated in F.Y. 1995. The level of funding of this program may have a bearing of the level of services that we continue to provide to our customers. Our goal is to maintain the same level of customer satisfaction in F.Y. 1995 that we had in F.Y. 1992 survey.

**DataSource:** Actual Dollars expended were extracted from the 1994-95 biennial budget document. The direct appropriation for each program in DPS is the source of data for projected expenditures in F.Y. 1994 and 1995.

**Factors Beyond Agency's Control That Affect Performance:** Additional requirements or responsibilities placed on administrative program by state support agencies (Dept. of Finance, Administration, Employee Relations) could affect the level of service provided.

# **ANNUAL PERFORMANCE REPORT**

## **Part 2: Program Information**

---

**Agency:** Public Safety, Department of  
**Program:** Emergency Management

**Program Purpose:** The mission of the Division of Emergency Management is to reduce or eliminate the effects of natural or technological disasters by promoting and ensuring emergency planning, coordinating state agency response, and providing resources for recovery.

The program serves the public safety providers in the state through its emergency planning and prevention activities. The citizens of the state are served through program actions, indirectly through local governments and directly through disaster assistance, during and after emergency situations.

The division is active in three areas in order to meet its goals:

### **Planning & Prevention**

- Gathering and disseminating information on hazards in the state, both natural and technological.
- Providing training and information to persons involved with emergency preparations and to the general public to reduce the likelihood and impact of emergencies.
- Ensuring emergency planning is conducted throughout the state.

### **Response**

- Providing the facilities and coordination needed to ensure a concerted state agency response to an emergency situation, while supporting local and private responses to emergency situations.
- Participating in state response to technological and natural emergencies.
- Providing state-wide communication avenues for emergency situations and state agency notifications.

### **Recovery**

- Providing disaster assistance from government to the citizens which need assistance following an emergency, both immediate and long term.
- Reviewing emergency actions and recommending changes to plans, corrective actions, and preventive measures.

The division's legislative mandates are contained in Minnesota Statutes, Chapters 12, 299A.48 - .52, and 299K.

## Part 2: Program Information (Cont.)

### Performance Objectives and Measures:

1. All Minnesota counties will have minimally adequate all-hazard emergency plans by 1995. The number of Minnesota counties with approved plans will increase by five (5) percent in the biennium.

Measure: Percent of Minnesota counties with acceptable plans

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual			80%	90%	95%	100%	
Prior Objectives							

2. Begin ninety (90) percent of on-scene damage assessments within forty-eight (48) hours of disaster.

Measure: Percent of damage assessments started on time.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual					90%	90%	
Prior Objectives*							

3. Request federal aid within seventy-two (72) hours of incident, ninety-five (95) percent of the time.

Measure: Percentage of requests made within seventy-two (72) hours.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual					95%	95%	
Prior Objectives*							

4. Request a Presidential declaration within forty-eight (48) hours of damage assessment, ninety-five (95) percent of the time.

Measure: Percentage of declarations requested within forty-eight (48) hours.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual					95%	95%	
Prior Objectives*							

5. Complete all disaster applications within thirty (30) days after declaration, ninety (90) percent of the time, and provide disaster assistance payments within seventy-two (72) hours, ninety (90) percent of the time.

Measure: Percentage of applications processed within thirty (30) days and thirty (30) percent of payments mailed within seventy-two (72) hours.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual					90%	90%	
Prior Objectives*							

\* Baseline is being created.

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety  
**Program:** Emergency Management

**Objective 1.** All Minnesota counties will have minimally adequate all-hazard emergency plans by 1995. The number of Minnesota counties with approved plans will increase by five (5) in each fiscal year.

**Measure:** Percentage of Minnesota counties with acceptable plans

**Definition:** County plans are reviewed for approval by division staff (DEM) and the Regional Review Committees (RRCs) of the Emergency Response Commission (ERC) on an annual basis.

**Rationale:** The plan review ensures political subdivisions in the state are meeting planning requirements. The process of developing an adequate plan is more likely to ensure a successful response to an emergency situation. The planning process includes the requirement to exercise or practice plans.

**Data Source:** The division tracks planning compliance.

**Factors Beyond Agency's Control That Affect Performance:** The plans are written by county emergency managers. The level of commitment on the part of the county to emergency planning is directly reflected in the plan quality and/or the level of participation in the state-wide planning process by the county. DEM can influence county support through limited emergency management assistance, however, the majority of planning support is dependent on the county.

**Objective 2.** Begin ninety (90) percent of on-scene damage assessments within forty-eight (48) hours of disaster.

**Measure:** Percent of damage assessments started on time.

**Definition:** Damage assessments of disaster areas by county and state staff.

**Rationale:** Damage assessments trigger emergency declarations and financial aid. Timely assessment leads to more rapid recovery.

**Data Source:** DEM tracks assessments.

**Factors Beyond Agency's Control That Affect Performance:** Due to the nature of the disaster, it may not be possible to be on-scene within 48 hours.

**Objective 3.** Request federal aid within seventy-two (72) hours of incident, ninety-five (95) percent of the time.

**Measure:** Percent of requests made within seventy-two (72) hours.

**Definition:** A federal request is needed to begin assistance processes.

**Rationale:** A timely federal request is needed to trigger aid.

**Data Source:** DEM tracks requests.

**Factors Beyond Agency's Control That Affect Performance:** Due to the size or recurrence of a disaster, it may not be possible to generate a request within seventy-two (72) hours.



**Objective 4.** Request a Presidential declaration within forty-eight (48) hours of damage assessment, ninety-five (95) percent of the time.

**Measure:** Percent of declarations requested within forty-eight (48) hours

**Definition:** A request is needed to begin assistance processes.

**Rationale:** A timely request is needed to trigger aid.

**Data Source:** DEM tracks requests.

**Factors Beyond Agency's Control That Affect Performance:** Due to the size or recurrence of a disaster, it may not be possible to generate a request within forty-eight (48) hours.

**Objective 5.** Complete all disaster applications within thirty (30) days after declaration, ninety (90) percent of the time, and provide disaster assistance payments within seventy-two (72) hours, ninety (90) percent of the time.

**Measure:** Percent of applications processed within thirty (30) days and percent of payments mailed within seventy-two (72) hours.

**Definition:** Applications for assistance and the payment of the assistance to victims of a disaster.

**Rationale:** Rapid processing and payment of assistance requests is needed to aid recovery on community and individual levels.

**Data Source:** DEM tracks applications and payment.

**Factors Beyond Agency's Control That Affect Performance:** Very large scale disasters may make victim identification and support difficult.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Department of Public Safety  
**Program:** Bureau of Criminal Apprehension

**Program Purpose:** The Bureau of Criminal Apprehension, a law enforcement service agency, protects the public by providing investigative assistance, forensic science services, accurate, timely and complete criminal history and fingerprint information and training to the criminal justice community throughout Minnesota.

The BCA has the following goals:

- Provide criminal records and fingerprint identification for criminal justice and non-criminal justice purposes within Minnesota and throughout the country as required by state and federal law
- Provide specialized and advanced training for law enforcement officers throughout the state
- Coordinate investigations for which local law enforcement agencies request assistance, such as complex, multi-jurisdictional or long term felony investigations
- Provide state of the art forensic science services to the criminal justice community to facilitate the administration of justice

The statutes under which the BCA generally operates are M.S. Chapters 299C, 152, 171 and 609.

### Performance Objectives and Measures:

1. Satisfaction of BCA'S clients with the BCA'S four sections' overall services will be maintained at present high levels.

**Measure:** Annual surveys will indicate the level of satisfaction by police chiefs and sheriffs with each section of the BCA.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 1996</u>
Actual							
Investigations	N/A	N/A	N/A	95 %	95 %	95 %	95 %
CCH/ID	N/A	N/A	N/A	93 %	95 %	95 %	95 %
Training	N/A	N/A	N/A	91 %	93 %	93 %	93 %
Laboratory	N/A	N/A	N/A	96 %	96 %	96 %	96 %

2. The number of marijuana growing operations eradicated will increase by five percent (5) per year, resulting in less indigenous marijuana available for sale and use in the state.

**Measure:** Number of indoor growing operations eradicated as reported to the DEA.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual			58	N/A	62	69	
Prior Objectives							

**Part 2: Program Information (Cont.)**

---

Measure: Number of outdoor growing operations eradicated as reported to the DEA.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual			889	N/A	900	945	1,000
Prior Objectives							

3. Over 100 criminal sexual offender DNA samples will be analyzed and entered into the DNA profiling database each month, for a total of over twelve hundred (1200) per year.

Measure: Number of samples received each year.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual			15	45	1,200	1,200	
Prior Objectives							

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety  
**Program:** Bureau of Criminal Apprehension

**Objective 1.** Satisfaction of BCA's clients with our overall services will be maintained at present high levels.

**Measure:** Annual surveys will indicate the level of satisfaction by police chiefs and sheriffs with each of the four sections of the BCA.

**Definition:** A client satisfaction survey is given once each year to the chiefs of police association annual meeting attendees, and all 87 sheriffs.

**Rationale:** Satisfaction of BCA clients with our services is of paramount importance to the BCA's mission. If we cannot provide the high quality services our clients have come to expect, we could find ourselves out of business. This survey will give continuous feedback on the satisfaction of the law enforcement community with our services.

**Data Source:** BCA survey results.

**Factors Beyond Agency's Control That Affect Performance:** There are some areas of the BCA's service with which our clients will never be completely satisfied, including evidence turnaround time and number of field agents.

**Objective 2.** The number of marijuana growing operations eradicated will increase by five (5) percent per year, resulting in less indigenous marijuana available for sale and use in the state.

**Measure:** Number of indoor growing operations eradicated as reported to the DEA.

**Measure:** Number of outdoor growing operations eradicated as reported to the DEA.

**Definition:** Indoor growing operations are often sophisticated marijuana cultivation efforts carried out indoors in areas such as homes, barns, sheds, greenhouses and so on. Outdoor operations are found in fields, public land and so on. The marijuana eradication program assist local agencies in identifying and dismantling these operations, as well as in arresting the suspects.

**Rationale:** The number of marijuana growing operations has been on a decade long increase in Minnesota. this program seeks to assist in the reduction of availability of indigenous marijuana for sale and use in Minnesota.

**Data Source:** BCA and Drug Enforcement Administration data.

**Factors Beyond Agency's Control That Affect Performance:** Stable levels of funding for this program are necessary to maintain the stated levels of eradication.

**Objective 3.** Over 100 criminal sexual offender DNA samples will be analyzed and entered into the DNA profiling database each month, for a total of over 1200 per year.

**Measure:** Number of samples received and entered each year.

**Definition:** Blood samples of each convicted sex offender are taken and submitted to the BCA DNA laboratory for analysis and entry into the DNA database.

***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Rationale:** DNA samples are used to identify unknown and/or serial rapists. A database of approximately 3000 convicted sex offenders' DNA samples is housed at the BCA, and each month an additional 100 samples are received, processed and entered.

**Data Source:** BCA DNA Laboratory.

**Factors Beyond Agency's Control That Affect Performance:** None.

# **ANNUAL PERFORMANCE REPORT**

## **Part 2: Program Information**

---

**Agency:** Department of Public Safety  
**Program:** State Fire Marshal Division

**Program Purpose:** The purpose of the State Fire Marshal Division is to protect lives and property by fostering a fire safe environment through investigation, enforcement, regulation, hazardous materials response, data collection and public education.

The goals of the Division are to:

Assists local authorities in conducting fire/arson investigations.

- Develops strategies to prevent future fires from occurring through identification of cause.
- Conducts fire life safety inspections of health care and day care facilities, public schools, hotels, motels, resorts, prisons and other facilities on a request or complaint basis.
- Collects and analyzes fire incident data from 807 fire departments in the state to provide a focus for fire prevention and fire safety education initiatives.
- Coordinates statewide hazardous materials response teams.
- Conducts plan review for flammable liquid installations and automatic fire protection systems.
- Develops and interprets the Minnesota Uniform Fire Code, providing information to the business community, local officials and the general public.
- Regulates the fire protection industry.
- Develops strategies to address the fire life safety problems of those most at risk from fire in Minnesota.

The Division interfaces with other agencies (Departments of Health, Education, Human Services, Corrections and BCA) and the entire Minnesota fire service and injury control community. The Division seeks to serve the public through:

- Field Operations: Fire Life Safety Inspections
- Response Operations: Fire/Arson Investigations, Hazardous Materials Response
- Regulation/Education/Data Services: Licensing/Certification and Plan Review, Code Development, Data Collection and Analysis, Public Fire Safety Education and Support Services.

(M.S. Chapters 299F, 299M and 609; M.S. Sections 121.150, 200F.46, 144.50-144.58, 245A.11  
249.48-52)

## Part 2: Program Information (Cont.)

### Objectives and Measures:

1. To reduce the number of recurring life safety violations, as related to construction features, in mandated facilities by 33 % by the year 2000 (two cycles of inspections).

**Measure:** Percent of construction related life safety violations per mandated inspection

		<u>Objectives</u>		
		<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1997</u> <u>F.Y. 2000</u>
Actual	no prior data		baseline established in 1994	
Prior	N/A			

- 2) To increase the number of identified incendiary fires subsequently presented to law enforcement authorities for prosecution by 10% by the year 1998.

**Measure:** Percent of cases presented to prosecutors.

		<u>Objectives</u>		
		<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u> <u>F.Y. 1996</u>
Actual	Insufficient prior data		Baseline to be established 94/95	
Prior Objectives	N/A			

3. Reduce the number of fire deaths in which absent or non-functioning smoke detectors are identified as a factor to no more than 25 % of total deaths by the year 2000, through educational initiatives.

**Measure:** Number of fire deaths in which absent or non-functioning smoke detectors are identified as a factor on State Fire Marshal Division investigation reports and MFIRS reports.

						<u>Objectives</u>			
						<u>F.Y. 1989</u>	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u> <u>F.Y. 1993</u> <u>F.Y. 1994</u> <u>F.Y. 1996</u> <u>F.Y. 1998</u> <u>F.Y. 2000</u>
Actual	63 %	72 %	69 %	38 %	35 %	32 %	30 %	27 %	25 %
Prior Objectives									

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety  
**Program:** State Fire Marshal Division

**Objective 1.** To reduce the number of recurring life safety violations as related to construction features in mandated facilities, by 33 % by the year 2000 (two cycles of inspections).

**Measure:** Percent of construction-related violations per mandated inspections.

**Definition:** Life safety violations as related to construction includes such items as fire protection features, exiting, alarms, and corridor construction, etc. The measurement is the reduction in frequency of defined violations from one inspection cycle to the next. Violations per mandated inspections is a ratio based on number of violations found divided by the number of mandated inspections performed.

**Rationale:** The focus of inspections is life safety from fire, which is influenced to a large degree by the occupant's ability to exit the building safely in an emergency. Violations related to construction features have been isolated because they are a significant factor in building and life safety.

**Data Source:** State Fire Marshal Division inspection reports, submitted by inspectors on an ongoing basis.

**Factors Beyond Agency's Control That Affect Performance:** Improvements required by the health care and school inspections are to a large degree taxpayer funded; therefore funding is an issue that may affect this objective.

**Objective 2.** To increase the number of identified incendiary fires subsequently presented to law enforcement authorities for prosecution by 10% by the year 1998.

**Measure:** Percent of cases presented to prosecutors.

**Definition:** Number of cases presented for prosecution divided by total number of incendiary fires.

**Rationale:** Arson is the second leading cause of fire in Minnesota. It is a crime against people and property and affects everyone who lives, works or does business in our state. If the monetary incentives can be taken away from this crime through prosecution then we must focus our efforts in this area. The objective focuses on efforts to ensure that arson cases are followed up and presented to prosecutors.

**Data Source:** Currently data is not available. However, a newly developing computerized fire investigation reporting system will be in place by 1994 and will capture the necessary information to meet this objective.

**Factors Beyond Agency's Control That Affect Performance:** The statute of limitations is five years and often it takes several years to develop an arson case. The data will not always be current and must be tracked over a period of years.

**Objective 3.** Reduce the number of fire deaths in which absent or non-functioning smoke detectors are identified as a factor to no more than 25 % of total deaths by the year 2000, through educational initiatives.

**Measure:** Number of deaths in which absent or non-functioning smoke detectors are identified as a factor on State Fire Marshal investigation reports and on Minnesota Fire Incident Reporting System (MFIRS) reports.

**Definition:** Both State Fire Marshal fire investigation reports and MFIRS reports indicate, to the extent possible, the presence or absence of functioning smoke detectors.



### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Rationale:** The presence of working smoke detectors has proven to be a significant factor in survival of fires. We will attempt to measure over time the reduction in fire deaths in which absent or inoperable smoke detectors have been identified as a factor. The reduction of fire deaths in the home will be contingent on educational strategies developed by the State Fire Marshal Division to meet this objective. The ultimate purpose is to ensure that Minnesotans are safe from fire in their home environments through the use and maintenance of smoke detectors.

**Data Source:** State Fire Marshal investigation reports; MFIRS reports

**Factors Beyond Agency's Control That Affect Performance:** Educational initiatives may be affected by budget reductions. Also, the level of cooperation exhibited by local fire departments in implementing educational programs may affect the outcome.

# **ANNUAL PERFORMANCE REPORT**

## **Part 2: Program Information**

---

**Agency:** Department of Public Safety  
**Program:** State Patrol

**Program Purpose:** The mission of the Minnesota State Patrol is working together to ensure a safe environment on Minnesota's roadways.

To accomplish this mission the State Patrol:

- Provides police traffic services.
- Provides for the safe and efficient movement of traffic.
- Provides protection of Minnesota's citizens through enforcement, education and assistance.
- Provides security for the Governor, his family and residence.
- Provides assistance to the public and public service agencies at all levels.
- Provides driver and vehicle inspections for compliance of state and federal laws.
- Investigates traffic accidents.
- Takes immediate action on motor vehicle law violations and all criminal activity encountered.

The goal of the State Patrol is to reduce the number of fatalities and serious injuries caused by motor vehicle crashes.

(M.S. Chapters 299D, 168, 169, 171, 609)

## Part 2: Program Information (Cont.)

### Performance Objectives and Measures:

1. Increase the percentage of seat belt use to seventy (70) percent by F.Y. 1995.

Measure: The number of arrests and warnings for violation Minnesota's passenger restraint laws.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	81,725	73,910	68,349				
Prior Objectives							

Measure: The number of educational programs delivered.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual							
Prior Objectives							

Measure: Percentage of motorists properly restrained.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	51%	51%	55%			70%	
Prior Objectives							

2. Maintain current arrest level of impaired drivers.

Measure: Number of arrests for impaired driving.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	6,205	4,259	4,423				
Prior Objectives							

Measure: Percent of drivers involved in alcohol-related serious/fatal crashes.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	15/41	13/40	13/48				
Prior Objectives							

3. Increase the number of committed patrolling hours by two percent in F.Y. 1994 and two (2) percent in F.Y. 1995.

Measure: Number of hours dedicated to patrolling state and federal highways.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	410,659.40	381,929.25	369,699.65				
Prior Objectives							

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety  
**Program:** State Patrol

**Objective 1.** Increase the percentage of safety belt use through enforcement and education. (M.S. 169.685.)

**Measure:** Percentage of motorists properly restrained.

**Definition:** M.S. 169.685. Applies to all front seat occupants, as well as, occupants under the age of 11 seated anywhere in the vehicle. In addition, children under the age of four must be restrained in an approved child passenger restraint system.

**Rationale:** Crashes are the leading cause of death from the age of six months through 34 years. They are also the leading cause of paraplegia, quadriplegia and adult on-set epilepsy. Current data shows that properly restrained occupants are less likely to be injured or killed than non-restrained occupants.

**Data Source:** The department's office of Traffic Safety in conjunction with the National Highway Traffic Safety Administration compiles state-wide and nation-wide statistics covering all aspects of crash facts.

**Factors Beyond Agency's Control That Affect Performance:** Staffing levels - failure of legislature to change seat belt law from secondary violation to primary violation.

**Measure:** Number of educational programs delivered, and the number of citizens instructed.

**Definition:** The State Patrol Safety Education program is charged with giving instructional programs to citizens' groups throughout the state. They include classes on impaired driving, defensive driving, seat belt use, school bus safety, etc.

**Rational:** Youthful drivers (ages 16-24) are disproportionately represented in motor vehicle crashes. Education is an important factor in developing safe drivers with good driving habits.

**Factors Beyond Agency's Control That Affect Performance:** Current staffing levels.

**Measure:** The number of arrests and warnings for violation of Minnesota's passenger restraint law.

**Definition:** M.S. 169.685.

**Rationale:** A strong enforcement effort has been shown to be a positive influence on getting motorists to buckle up. The perception that they will be stopped and cited will certainly impact the percentage of use.

**Data Source:** Office of Traffic Safety and the National Highway Traffic Safety Administration.

**Factors Beyond Agency's Control That Affect Performance:** Current staffing levels.

**Objective 2.** Maintain current arrest level of drunk drivers.

**Measure:** Number of drivers arrested for impaired driving.

**Definition:** M.S. 169.121 et al.

**Rationale:** Impaired drivers continue to be a leading cause of motor vehicle crashes in Minnesota. Arrest of impaired drivers prevents crashes from occurring. Because of staffing shortages currently being experienced, it is not feasible to predict an increase in activity.

### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Data Source:** State Patrol Activity System.

**Factors Beyond Agency's Control That Affect Performance:** Current staffing shortage.

**Objective 3.** Increase the number of committed patrolling hours by two percent in 1994 and two percent in 1995.

**Measure:** Number of hours actually dedicated to patrolling the state and federal highways.

**Definition:** A State Trooper is charged with many duties that impact on his/her ability to patrol the highways including accident investigation, court time, emergency relays and assists to other agencies just to name a few. Patrolling efficiency directly equates to the time actually spent on the highway observing motorists behavior and taking enforcement actions on witnessed violations.

**Rationale:** Visible law enforcement presence is a deterrent to many crash causing factors i.e. excessive speed, DUI, etc.

**Data Source:** State Patrol Activity System, NHTSA data.

**Factors Beyond Agency's Control That Affect Performance:** Lack of staffing.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Public Safety  
**Program:** Capitol Security

**Program Purpose:** The purpose of this program is to provide security and informational services to the Capitol Complex of state owned or leased buildings (M.S. Chapter 299D).

The goals associated with this program consist of:

- Safeguarding the Capitol Complex population;
- Providing a centralized communication/surveillance center;
- Developing and instituting building emergency programs;
- Administering an electronic access control system; and
- Provide security related educational programs.

With 34 facilities, 26 parking areas, 6,000 employees and thousands of visitors the potential for damage or personal injury is great. Capitol Security has been able to contribute greatly in minimizing repair costs and tort claims to state agencies, therefore saving the government a substantial number of dollars.

### Performance Objectives and Measures:

1. To reduce the number of thefts on the Capitol Complex by five (5) percent during fiscal years 1994-95.

**Measure: Number of reported thefts**

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	92	100	56	76	60	57	
Prior Objectives	N/A	85	70	65			

**Measure: Number of reported suspicious person**

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	44	104	147	124	140	150	
Prior Objectives	N/A	N/A	N/A	N/A			

**Part 2: Program Information (Cont.)**

---

2. Create an environment in which the Capitol Complex population feels safe.

**Measure: Percent of employees who indicated they felt safe where they work on the Capitol Complex (1993 survey 242 responders).**

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
Actual				89 %	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Prior Objectives				92 %		92 %	

**Measure: Percent of employees who indicated they felt safe where they park on the Capitol Complex (1993 survey 242 responders).**

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
Actual				70 %	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Prior Objectives				73 %		73 %	

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Public Safety  
**Program:** Capitol Security

**Objective 1.** The reduction of thefts on the Capitol Complex by five (5) percent during fiscal years 1995 - 1996.

**Measure:** Reports of suspicious persons and thefts to Capitol Security.

**Definition:** Capitol Security defines a theft when an employee reports anything of value missing.

**Rationale:** Capitol Security has identified a direct correlation between the number of suspicious persons reported and the number of thefts on the Complex. The Division will continue to be involved with the construction and integration of security devices in state buildings to reduce access to valuables. Educational information (pamphlets, E-Mail, bulletins, individual contacts) and training will be provided to state employees on ways to handle individuals who act suspiciously.

**Data Source:** Capitol security computerized incident reporting system.

**Factors Beyond Agency's Control That Affect Performance:** Capitol Security can impact after hour theft from outside sources through strict access control however theft contributed to inside sources such as co-workers, authorized contractors and maintenance are difficult to address. Employees who perceive someone is acting in an inappropriate manner must also be willing to report such activity promptly.

**Objective 2.** Create an environment in which the capitol complex population feels safe.

**Measure:** Satisfaction surveys distributed to the Capitol Complex population.

**Definition:** Survey results will indicate the level of comfort individuals have while on the Capitol Complex.

**Rationale:** Through survey responses the Division will be able to judge its success or failure in providing security and safety programs on an annual basis.

**Data Source:** A 1993 survey of 242 capitol complex employees was conducted. Future surveys will expand on the safety aspects of the complex. Presently, legislative input is being sought.

**Factors Beyond Agency's Control That Affect Performance:** Often visitors and employees are affected by incidents occurring in the neighborhoods surrounding the Capitol. These areas have historically been high in crime and media sources often identify these locations as being next the Capitol. This exposure may contribute to the perceptions of the area being unsafe.



# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Department of Public Safety  
**Program:** Driver and Vehicle Services Division

**Program Purpose:** The mission of Driver and Vehicle Services Division is to promote public well being through conscientious and caring service in the application of driver license and motor vehicle programs.

The primary goals of this program are:

- To regulate driving privileges (M.S. Chapters 171 and 169)
- To provide identification for drivers and non-drivers (M.S., Sections 171.07, 48.512, 340A.503, 201.161, and 593.37)
- To collect revenue for the transportation funding and general revenue (M.S. Chapters 168 and 297B)
- To record ownership and security interests, and odometer and damage information for vehicles (M.S. Chapter 168A, M.S. Sections 325E.15 and 325F.6641-2)

There are 3.2 million drivers and 4.2 million vehicles in Minnesota. Driving privileges are regulated in an effort to promote traffic safety. The driver license is the primary identification document for most Minnesotans. Vehicles are registered for the collection of taxes dedicated to transportation as well as general revenue. Vehicles are titled to provide proof of ownership and protection of financial interests. Driver and Vehicle Services Division (DVS) provides services to motorists through a state-wide system of DVS offices and stations, court administrators, and deputy registrars.

### Performance Objectives and Measures:

1. All licensed drivers will have improved quality, secure driver license within 2 weeks of application by 1998.

**Measure:** The percentage of current licenses that were produced with security features.

					Objectives		
	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 1998</u>
Actual	0	0	0	0	10	35	100
Prior Objectives							

**MEASURE:** Number of days between application and issuance of driver license.

					Objectives		
	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 1998</u>
Actual	29	28	31	30	20	14	14
Prior Objectives							

**Measure:** Satisfaction level of law enforcement and industry users of identification.

					Objectives		
	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 1998</u>
Actual							
Prior Objectives							

## Part 2: Program Information (Cont.)

2. All vehicles required to pay registration tax in Minnesota will be registered.

Measure: Average percentage increase in the number of vehicles registered.

	F.Y. 1990	F.Y. 1991	F.Y. 1992	F.Y. 1993	Objectives		
					F.Y. 1994	F.Y. 1995	F.Y. 2000
Actual	2	2	2	2	2	2	2
Prior Objectives							

3. Driving privileges will be withdrawn from or denied to those drivers who present a danger to traffic safety.

Measure: The number of actions to withdraw driving privileges each year.

	F.Y. 1990	F.Y. 1991	F.Y. 1992	F.Y. 1993	Objectives		
					F.Y. 1994	F.Y. 1995	F.Y. 2000
Actual	139,155	153,249	148,184	140,500	141,000	142,000	145,000
Prior Objectives							

Measure: The ratio of accidents involving drivers aged 15 to 19 to the number of licensed drivers in that age group.

	F.Y. 1990	F.Y. 1991	F.Y. 1992	F.Y. 1993	Objectives		
					F.Y. 1994	F.Y. 1995	F.Y. 2000
Actual	12.4%	12.6%	12.4%	12.4%	12.4%	12.4%	12.4%
Prior Objectives							

4. Ownership, security interest, odometer and damage information will be recorded for vehicles.

Measure: Certificates of title issued.

	F.Y. 1990	F.Y. 1991	F.Y. 1992	F.Y. 1993	Objectives		
					F.Y. 1994	F.Y. 1995	F.Y. 2000
Actual	1,390,000	1,376,000	1,390,000	1,394,000	1,400,000	1,410,000	1,450,000
Prior Objectives							

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety  
**Program:** Driver and Vehicle Services Division

**Objective 1.** All licensed drivers will have improved quality, secure driver license within 2 weeks of application by 1998.

**Measure :** The percentage of current licenses that were produced with security features divided.

**Definition:** The number of current licenses with security features divided by the total number of current licenses.

**Rationale:** Because the driver license has become the primary identification document for Minnesotans, a license that is secure from alteration and counterfeiting is an indicator of the protection offered to the public. As the number of licenses issued under a new, more secure system, increases, the protection to the public from possible fraud is increased.

**Data Source:** Driver license production records will provide this information.

**Factors Beyond Agency's Control that Affect Performance:** None

**Measure:** Number of days between application and issuance of driver license.

**Definition:** The average number of days from the day the application is made to the day the license is released for mailing. (Applications held for additional fees or information are excluded).

**Rationale:** Because the driver license has become the primary identification document for Minnesotans, prompt issuance is essential for our clientele. The length of time it takes to issue a license after application is an indicator of the quality of service. The two week time line is the minimum time required to issue a secure license.

**Data Source:** Weekly production reports from the driver licensing activity provide this information.

**Factors Beyond Agency's Control That Affect Performance:** None.

**Measure:** Satisfaction of law enforcement and industry users of identification.

**Definition:** The level of satisfaction with the security features as stated by law enforcement agencies and industry users on a survey to be developed by the department.

**Rationale:** Law enforcement and other industries which rely heavily on the driver license as identification recognized the need for more security features on the license as well as better legibility. These customers worked with the department to obtain the funding and select the format for the new license. Once the new license has been in use for a period of time and a reasonable number of drivers have been issued the license, the customers will be surveyed to see if the new format meets their needs. This survey will not be completed until after F.Y. 1995, and will establish a baseline for satisfaction.

**Data Source:** The department will develop a survey to collect this information after F.Y. 1995.

**Factors Beyond Agency's Control That Affect Performance:** None.

**Objective 2.** All vehicles required to pay registration tax in Minnesota will be registered.

**Measure:** The percentage increase in the number of vehicles registered.

### **Part 3: Substantiating the Performance Measures (Cont.)**

---

**Definition:** The increase in the number of vehicles with current registration divided by the number of vehicles that were registered for the previous year. The measurement is depicted by the average increase over a five year cycle because the year to year increases vary depending on economic factors.

**Rationale:** The number of vehicles registered in Minnesota indicates the level of compliance with registration laws. The continuation of the historical increase of 2% per year would indicate that the vehicles that should be registered are being registered. This is a measure of whether the program aimed at encouraging registration renewal and first registrations is working. This is a proxy indicator since the actual number of vehicles that should be registered is unknown.

**Data Source:** The information is available from annual reports produced from the motor vehicle data base.

**Factors Beyond the Agency's Control That Affect Performance:** The amount of enforcement of registration laws by law enforcement agencies and the willingness to obey the registration laws by the public both affect the success of this program. The number of vehicles registered can also be affected by economic conditions from year to year.

**Objective 3.** Driving privileges will be withdrawn from or denied to those drivers who present a danger to traffic safety.

**Measure:** The number of actions to withdraw driving privileges each year.

**Definition:** The number of revocations, suspensions, and cancellations of driving privileges and the number of commercial drivers disqualified.

**Rationale:** The removal of driving privileges from drivers who have committed repeated or serious driving offenses is an essential part of the traffic safety improvement process. In addition, privileges must also be removed from persons who have medical conditions which may prevent safe operation of a vehicle. The number of withdrawal actions reflects the workload and efficiency of the program.

**Data Source:** The information is available from monthly reports produced from the driver license data base.

**Factors Beyond the Agency's Control That Affect Performance:** Most withdrawals take place after adjudication of the driver. The number of withdrawals is dependent on enforcement of the laws and court actions and notification. The number of withdrawals is also affected by legislation that creates new causes for withdrawal of driving privileges.

**Measure:** The ratio of accidents involving drivers aged 15 to 19 to the number of licensed drivers in that age group.

**Definition:** The number of reported accidents in which one or more of the drivers was aged 15 through 19 divided by the number of licensed drivers in that age group, depicted as a percentage.

**Rationale:** The accident rate of new drivers is an indication of the success of the driver education and examination efforts. Driver and Vehicle Services examines all new drivers before issuing a license. Most new drivers are in the 15 to 19 year age group. An increase in the ratio of accidents to driver would indicate a decreased effectiveness in the education or examination process.

**Data Source:** The information is available from *Crash Facts* produced by the Office of Traffic Safety and annual reports produced from the driver license data base.

**Factors Beyond the Agency's Control That Affect Performance:** The involvement in an accident does not necessarily indicate fault. Anomalies in the number of accidents could occur and not indicate an increase in fault by this group of drivers.

**Objective 4.** Ownership, security interest, odometer and damage information will be recorded for vehicles.

**Measure:** Certificates of title issued.

### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Definition:** The number of certificates of title issued each year.

**Rationale:** The title document and record of the title provide information necessary for prospective buyers, financial institutions and insurance companies to protect ownership and financial interests in vehicles. There is no information available on the losses prevented by the program. The number of certificates of title issued reflects a workload and efficiency measurement.

**Data Source:** The information is available from division production reports.

**Factors Beyond the Agency's Control That Affect Performance:** The number of titles issued is affected by economic factors.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

---

**Agency:** Department of Public Safety  
**Program:** Liquor Control

**Program Purpose:** The mission of Minnesota Liquor Control is to protect and serve the public through the uniform interpretation and enforcement of the State Liquor Act, to protect the health and safety of the state's youth by enforcing the prohibition against sales to underage people, operate as a central source of alcohol licensees and violation records and to make these readily available to related agencies and the public, and to maintain balance and stability in the alcoholic beverage industry through management of liquor licensing, education, enforcement and regulatory programs.

To carry out this mission, the division monitors alcohol from the manufacturers to the public; issues licenses, permits and defines regulatory practices; provides technical and field assistance to businesses and local units of government; initiates enforcement actions, resolves and mediates complaints on all liquor violations; conducts informal hearings on violators; and provides forums for discussion of liquor issues as authorized by M.S. Chapter 340A.

The division has five primary goals:

- Avoid losing tax revenue (M.S. Section 270.73)
- Reduce the number of sales to underage people (M.S. Section 340A.503)
- Reduce illegal trade practices (M.S. Section 340A.308)
- Ascertain that all licenses and permits meet state law (M.S. Section 340A.)
- See that all products made in Minnesota or imported into Minnesota are properly registered (M.S. 340A.311).

## Part 2: Program Information (Cont.)

### Performance Objectives and Measures:

1. The percent of retailers who are tax delinquent will be reduced ten (10) percent by 2000.

Measure: Percent of retailers on the tax delinquent list

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual			4.0%	3.5%	3.2%	2.9%	2.4%
Prior Objectives	N/A	N/A					

Measure: Amount of tax delinquent monies collected  
(Dollars in thousands)

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	\$2,980	\$4,080	\$3,780	\$6,500	\$5,500	\$5,750	\$6,000
Prior Objectives	N/A	N/A	\$5,000	\$5,250			

2. Reduce the percentage of initial denials by four (4) percent by 2000.

Measure: Percent of licenses initially denied.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual					Baseline to be established in 1994		
Prior Objectives							

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety, Liquor Control  
**Program:** Enforcement and Licensing

**Objective 1.** The percent of retailers who are tax delinquent will be reduced ten (10%) by 2000.

**Measure:** Percent of retailers on the tax delinquent list

**Definition:** Revenue forwards to LCD the name of any retailer that is over 30 days late in paying their sales tax.

**Rationale:** State law designates DPS-Liquor Control Division as the agency primarily responsible for regulating the liquor industry. It is the responsibility of LCD to insure that no wholesaler sells or delivers alcohol products to a retailer that is delinquent in its sales tax. LCD also has the responsibility to see that a retailer does not buy at retail for resale.

This will be a new outcome measurement for LCD and, with that in mind, will be experimental. On the surface it would seem logical that if there are less retailers on the list for a shorter period of time more of the taxes would have been collected. The method of measurement might be better served if the duration on the list was used. We have no way of measuring that at this time.

**Data Source:** The Department of Revenue keeps track of the sales tax receipts and notifies LCD when someone falls in the rear 30 days.

**Factors Beyond Agency's Control That Affect Performance:** Whether this is a true indicator of taxes collected. It may be the time on the list that is the most important. That can be determined only by trial of this system first.

**Measure:** Amount of tax delinquent money collected.

**Definition:** Retailers by law are required to collect sales tax on certain sales and remit this to the state on a set time schedule.

**Rationale:** State law designates the Department of Revenue to collect the tax. Liquor Control has authority over retailers and can stop shipment of liquor to their establishment. They are prohibited from buying product retail and reselling it. Limiting their ability to get product, hastens their payment of taxes.

**Data Source:** Retailers are required to submit sales taxes to the Department of Revenue at periodical times. We obtain our records from the revenue department.

**Factors Beyond Agency's Control That Affect Performance:** If the list of delinquencies are not accurate, late or not kept up to date.



### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Objective 2.** Reduce the percentage of initial denials by four (4%) by F.Y. 2000.

**Measure:** Percent of licenses initially denied.

**Definition:** M.S. Chapter 340A governs the issuance and approval of approximately 5,000 retail liquor licenses in the State of Minnesota. It is essential that Liquor Control develop and maintain a rapport with issuing authorities and licensee's through education and communication regarding our policies, expectations and responsibilities.

**Rationale:** Liquor Control is the watchdog for the entire state regarding Dram Shop insurance. City clerks, county auditors, attorney's local law enforcement officials and insurance companies rely on the affectiveness of this agency for the correct and final answer. It is our responsibility and duty to protect our citizens against unlicensed, uninsured, or unqualified licensee's.

**Data Source:** Liquor Control licensing has begun keeping statistics beginning F.Y. 1994.

**Factors Beyond Agency's Control That Affect Performance:** To be determined by trial of this system.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Department of Public Safety  
**Program:** Gambling Enforcement

**Program Purpose:** The purpose of this program is to achieve compliance with State Gambling Statutes (M. S. Chapters 349, 240, 349A, 609 and M.S. Section 299L.07) and the State Tribal Compacts for Class III gaming (video games of chance and blackjack compacts 3.9221). The compliance and enforcement of these statutes will help ensure the integrity of lawful forms of gambling in Minnesota and in turn protect human health and safety.

The Gambling Enforcement Division program has the following primary goals:

- Maintain the integrity of legal forms of gambling
- Investigate criminal violations relating to gambling

**Performance Objectives and Measures:**

1. Prevent prohibited person from being involved in legal gambling through background investigations.

**Measure:** Number of requests for background investigations.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	N/A	N/A	N/A	N/A			
Prior Objectives							

**Measure:** Number of persons prohibited from employment in gambling because of their prior criminal record.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	N/A	N/A	N/A	N/A			
Prior Objectives							

2. The number of criminal investigations completed by the Division will be increased by twenty (20) percent by 1997.

**Measure:** Number of criminal investigations completed.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual							
Prior Objectives							

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

Agency: Department of Public Safety  
Program: Gambling Enforcement

Objective 1. Prevent prohibited persons from being involved in legal gambling through the background investigations.

Measure: Number of the request for background investigations.

Definition: State law and Tribal/State Compacts require background investigations of certain employees involved in lawful forms of gambling. These background investigations range from basic computer criminal history checks to more comprehensive checks which may include personal interviews, credit checks, networking with other law enforcement agencies and civil court record examinations.

Rationale: State law and Tribal/State Compact prohibit individuals employment in the gambling industry as a result of their prior criminal records. Also certain individuals or entities can be prohibited from employment in the Gambling Industry if it can be shown that because of prior business practices, they would have an adverse effect to public health, welfare, and safety, or be detrimental to the effect of regulation and controlled gambling.

Data Source: The Gambling Enforcement Division maintains a record of names submitted for background investigations. Because of some computer software failures, a precise number cannot be achieved at this time. The Gambling Enforcement Division is currently working on correcting the software problem.

Factors Beyond Agency's Control That Affect Performance: Background investigations are completed in conjunction with regulatory agencies which administer the forms of legalized gambling. Changes in state law or rule can increase or decrease the number of individuals or entities that require background investigations. Also any expansion of gambling or as an example, the extreme popularity of Indian Gaming, creates more employment in the industry, therefore, requires additional investigations.

Measure: Number of persons prohibited from employment in gambling because of their prior criminal record.

Definition: State law and Tribal/State Compacts prohibit certain individuals from being involved in their respective lawful form of gambling. The background investigations completed by the Gambling Enforcement Division identify individuals that are prohibited from employment due to their prior criminal record.

Rationale: State statute or State/Tribal Compact prevents certain individuals from being involved in gambling.

Data Source: Records maintained by the Gambling Enforcement Division. Although the Gambling Enforcement Division identifies prohibited individuals, a total of individuals found to be prohibited has not been tallied in the past. This will be a new measurement.

Factors Beyond Agency's Control That Affect Performance: The Gambling Enforcement Division cannot control the amount of turnover in employment and cannot control the number of prohibited people which may attempt to apply for employment in Minnesota.

Objective 2. Number of criminal investigations completed by the Division will be increased by twenty (20) percent by 1997.

Measure: The number of criminal investigations completed

Definition: The number of crimes investigated for violations relating to the conduct of authorized and unauthorized forms of gambling in Minnesota.

### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

**Rationale:** State law designates the Gambling Enforcement Division as the primary investigation entity when there is probable cause to believe that a criminal violation relating to gambling has occurred. The forms of gambling which are authorized by state law comprise a highly regulated industry. Compliance with both criminal and civil law are the key to ensuring the integrity of legalized gambling.

**Data Source:** Gambling Enforcement Division data base.

**Factors Beyond Agency's Control That Affect Performance:** If the licensing entities of authorized gambling do not report or detect criminal violations of the law, this would affect our performance. Also if the Minnesota Department of Revenue does not conduct audits in the area of Lawful Gambling, this will also adversely affect our measurements. The number of criminal investigations that can be conducted is limited because of the complexity and need for comprehensive auditing to be done of lawful gambling records to substantiate the criminal violation.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Department of Public Safety  
**Program:** Office of Traffic Safety

**Program Purpose:** The mission of the Office of Traffic Safety (OTS) is to reduce the numbers and severity of traffic crashes in the State of Minnesota by planning, managing, coordinating, and evaluating traffic safety activities using federal, state, and local resources, and by providing statistical information about traffic crashes.

To carry out this mission, OTS serves as the staff office for the Governor's Representative for Highway Safety and coordinates Minnesota's participation in the National Highway Traffic Safety Administration's and the Federal Highway Administration's federal grant program. M.S. section 4.075 establishes the existence of the highway safety program. In addition, OTS coordinates and manages several state-funded programs, including the intensive probation grant program, the motorcycle safety program, and the bicycle safety program.

The Office of Traffic Safety has the following five primary goals:

- Reduce the number and severity of traffic crashes
- Reduce the incidence of impaired driving
- Increase the correct use of seat belts
- Collect, analyze, and disseminate accurate statistical data on traffic crashes
- Develop, administer, monitor, and evaluate effective traffic safety projects (operated by other state, county or local agencies or conducted by private entities under contract to OTS)

### Performance Objectives and Measures:

1. The statewide motor vehicle fatality rate per 100 million vehicle miles traveled will be 1.10 by the year 2000.

**Measure:** The fatality rate per 100 million vehicle miles traveled.

					<u>Objectives</u>		
	<u>*C.Y. 1990</u>	<u>C.Y. 1991</u>	<u>C.Y. 1992</u>	<u>C.Y. 1993</u>	<u>C.Y. 1994</u>	<u>C.Y. 1995</u>	<u>C.Y. 2000</u>
Actual	1.47	1.35	1.41	NA	1.33	1.29	1.10
Prior Objectives							

\*CY-Calendar Year / Data only collected on calendar year.

## Part 2: Program Information (Cont.)

Measure: The number of projects conducted (and federal and state funds spent) in certain program areas.

### Projects Conducted:

					Objectives		
	*F.F.Y. 1990	F.F.Y. 1991	F.F.Y. 1992	F.F.Y. 1993	F.F.Y. 1994	F.F.Y. 1995	F.F.Y. 2000
Actual							
Seat Belt	4	5	9	9	7	14	10
Impaired driving	8	11	9	10	7	14	18
Emergency medical services	2	3	3	3	3	2	0
Traffic records systems	4	3	2	4	3	7	10
Bicycle & ped. safety	1	1	2	1	1	3	5
Community Based programs	3	3	2	3	4	5	10

### Federal Funds Expended (000s)

					Objectives		
	*F.F.Y. 1990	F.F.Y. 1991	F.F.Y. 1992	F.F.Y. 1993	F.F.Y. 1994	F.F.Y. 1995	F.F.Y. 2000
Actual				Estimated			
Seat Belt	397.7	448.3	602.4	701.0	676	750	600
Impaired driving	322.4	296.3	403.6	526.0	445	700	800
Emergency medical services	97.1	92.3	166.4	312.3	279	200	0
Traffic records systems	267.7	252.7	150.7	323.0	270	500	600
Bicycle & ped. safety	56.5	56.5	62.3	62.3	62	62	62
Community Based programs	271.6	250.9	187.6	225.0	725	400	600

Measure: The number of enforcement contacts funded through our programs.

					Objectives		
	*F.F.Y. 1990	F.F.Y. 1991	F.F.Y. 1992	F.F.Y. 1993	F.F.Y. 1994	F.F.Y. 1995	F.F.Y. 2000
Actual	24,673	34,980	47,870	45,000	52,000	56,000	65,000
Prior Objectives				Estimated			

Measure: The number of counties in Minnesota in which one of our programs is operating (excludes state-level projects).

					Objectives		
	*F.F.Y. 1990	F.F.Y. 1991	F.F.Y. 1992	F.F.Y. 1993	F.F.Y. 1994	F.F.Y. 1995	F.F.Y. 2000
Actual**	7+	12+	12+	14+	15+	18+	25+
Prior Objectives							

\*FFY- Federal Fiscal Year (October - September).

\*\* Does not include counties participating in speed/crash reduction programs.

## ANNUAL PERFORMANCE REPORT

### Part 3: Substantiating the Performance Measures

---

**Agency:** Public Safety, Department of  
**Program:** Office of Traffic Safety

**Objective 1.** The statewide motor vehicle fatality rate per 100 million vehicle miles traveled will be 1.10 by the year 2000.

**Measure:** The fatality rate per 100 million vehicle miles traveled.

**Definition:** This fatality rate is calculated by dividing the number of traffic fatalities by the number of vehicle miles traveled within Minnesota. The rate is only available on a calendar year basis.

**Rationale:** This measure is the "industry standard." NHTSA and FHWA use it as a basic measure of a state's performance in traffic safety, and states can readily compare their performance because the measure is standard across states. This measure takes "exposure" (miles driven within the state) into account in a manner that is more reliable than other potential "normalizing" factors (such as number of drivers or number of vehicles).

**Data Source:** The Minnesota Department of Transportation calculates the number of vehicle miles traveled in Minnesota. The Department of Public Safety records the number of traffic fatalities that occur in each year; to be included, the fatality must occur within 30 days of the traffic accident.

**Factors Beyond Agency's Control That Affect Performance:** Mn/DOT's formula for calculating VMT is not readily available/understandable; we are assured, however, that it is reliable from year to year. VMT reflects the public's willingness/ability to drive; this, in turn, is affected by gasoline prices, number of drivers, traffic congestion, etc. To some extent, weather conditions affect the number of fatalities recorded in a given year.

**Measure:** The number of projects conducted (and federal and state funds spent) in identified problem areas.

**Definition:** This measure counts the number of separate projects and the amount of federal and state funds that are spent on the following traffic safety program areas: seat belts; impaired driving; emergency medical services; traffic records systems; bicycle and pedestrian safety; and comprehensive programs.

**Rationale:** The number of projects and the total dollar amount spent is a rough indicator of the degree of importance we give to a program area. Our expenditures should be roughly commensurate with the size of the problem in each area.

**Data Source:** Data will be gathered from files in OTS. Most data are available through the annual evaluation report sent to NHTSA.

**Factors Beyond Agency's Control That Affect Performance:** The number of projects and the amount of money spent may not correlate with success in a program area.

**Measure:** The number of enforcement contacts funded through our programs.

**Definition:** This measure counts the number of arrests, citations, and warnings that law enforcement officers write for traffic safety violations during the hours funded through our enforcement projects.

**Rationale:** This measure provides an indication of the level of enforcement activity that our programs support.

**Data Source:** The information for this measure will be gathered through our projects' quarterly reports.

**Factors Beyond Agency's Control That Affect Performance:** This measure does not address the amount of enforcement activity that takes place outside the hours funded through our projects. Since those non-project hours represent the vast majority of enforcement time in Minnesota, the impact of contacts made during our project hours may be minimal.

**Measure:** The number of counties in Minnesota in which one of our programs is operating (excludes state-level projects).

**Definition:** This measure looks at the projects that we fund for county and local units of government and indicates how many of the counties have at least one program in operation.

**Rationale:** Involving local units of government in traffic safety programs is one of the objectives of the federal program. This indicator provides one measure of the extent to which we are involving all parts of the state in our traffic safety programs. Because programs sometimes cover more than one county or may be inter-related within a county, it seems more reasonable to report the number of counties that participate (rather than the total number of projects).

**Data Source:** Data from the OTS files (federal Highway Safety Plan and state intensive probation projects).

**Factors Beyond Agency's Control That Affect Performance:** It is not necessarily our goal to have at least one program in every county. Some counties have more serious traffic safety problems and may have more than one project operating in them. Others may have less severe problems or may be adequately served by the state-level programs that exist.



# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Public Safety

**Program:** Office of Drug Policy and Violence Prevention

**Program Purpose:** The Office of Drug Policy and Violence Prevention coordinates the activities of federal, state, and local drug programs in reducing both the supply of and demand for illegal drugs in the state and collaborates with state agencies, local collaboratives, school districts and non-profit organizations in their efforts to reduce violence.

To carry out the mission the division directly administers the federal Bureau of Justice Assistance Edward Byrne Memorial Formula Grants Program. The majority of the division's efforts are dedicated to monitoring and providing technical assistance to recipients of these funds. This fund of 7.3 million dollars may be used to support anti-drug activities in 21 authorized purpose areas.

Recipients include state departments, cities, counties, non-profit organizations, local law enforcement and Multi-Jurisdictional Undercover Narcotics Task Forces that were created with these dollars.

In addition, the division is a partner in a combined request for proposal process that coordinates and distributed federal and state dollars available to assist local communities in their crime, violence, and drug prevention efforts.

The division has six major goals:

- To gather and make available information on drug demand, supply reduction and violence prevention throughout the state. (M.S. Section 299A.30) To reduce both the supply of and demand for illegal drugs in the State.
- To foster cooperation among drug and violence reduction programs. (M.S. Section 299A.30)
- To assist agencies and public officials in training individuals and groups in drug and violence prevention strategies. (M.S. Section 299A.30)
- To develop state drug and violence strategies. (M.S. Section 299A.30)
- To support the Chemical Abuse Prevention Resource Council. (M.S. Section 299A.30)
- To coordinate the distribution of federal and state anti-drug and crime funds. (M.S. 299A.30)

### Performance Objectives and Measures:

1. Maintain the number of drug arrests made by Multi-jurisdictional Undercover Narcotics Task Forces.

**Measure:** Actual number of arrests reported.

					<u>Objectives</u>		
<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>	
	1601	2332	2181	2180	2180		

**Part 2: Program Information (Cont.)**

---

2. Rates of reporting marijuana and other drug use will decline 2% by twelfth graders.

Measure: Minnesota Student Survey

	<u>Objectives</u>						
	<u>F.Y. 1989</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	22%		18%		16%		

3. Rates of reporting of physical abuse within the family will decline 1% among sixth graders.

Measure: Minnesota Student Survey

	<u>Objectives</u>						
	<u>F.Y. 1989</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	17%		17%		16%		

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Public Safety  
**Program:** Office of Drug Policy and Violence Prevention

**Objective 1.** Maintain the number of arrests.

**Measure:** Actual number of arrests reported.

**Definition:** ODPVP funds and monitors Multi-Jurisdictional Narcotics Task Forces. These task forces integrate federal, state and local agencies for the purpose of enhancing inter-agency coordination, intelligence, and cooperation in facilitating multi-jurisdictional investigation. The result is the identification and arrest of violators of narcotics laws.

**Rationale:** Arrests are the results of investigations and surveillance. Because of the time involved in the investigative aspect of the Task Forces, and with no apparent increase in funding, arrest should remain consistent.

**Data Source:** Minnesota Criminal Justice Statistical Analysis Center's - Minnesota Multi-Jurisdictional Narcotic Task Force Program. The data collected for this report is submitted by the individual Task Forces.

**Factors Beyond Agency's Control That Affect Performance:** Staffing levels of Task Forces, Federal funding level, complications of cases, availability of drugs, the transient population of the state/grantee performance not agency performance.

**Objective 2.** Rates of reporting marijuana and other drug use will decline two (2) percent by twelfth graders.

**Measure:** Minnesota Student Survey

**Definition:** The 1992 Minnesota Student Survey asked the question, "Have you used marijuana or any other drugs in the past year?" In 1992, eighteen (18) percent of seniors responded positively.

**Rationale:** The surveys provide an indication of the level of drug usage among twelfth graders.

**Data Source:** MN Student Survey 1994

**Factors Beyond Agency's Control That Affect Performance:** Availability of drugs, level of school and community drug prevention activity, and funding levels.

**Objective 3.** Rates of reporting of physical abuse within the family will decline one (1) percent among sixth graders.

**Measure:** Minnesota Student Survey

**Definition:** The Minnesota Student Survey asked the question "Has any adult in your household ever hit you so hard or so often that you had marks or were afraid of that person?" In 1992, the Minnesota Student Survey has a reporting rate of 12.1% for 6th graders.

**Rationale:** The surveys provide an indication of physical violence in homes in the state.

**Data Source:** MN Student Survey 1994

**Factors Beyond Agency's Control That Affect Performance:** Economic and social factors which could affect intrafamilial physical violence, an increase in reporting rates due to educational influences, efforts or lack of efforts from other groups involved with violence prevention efforts.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Department Of Public Safety  
**Program:** Office Of Pipeline Safety (MNOPS)

**Program Purpose:** The mission of the Office of Pipeline Safety (MnOPS) is to protect Minnesota lives and property through implementation of a quality pipeline inspection and damage prevention program.

The Office of Pipeline Safety has the following five goals:

- Inspect intrastate and interstate pipelines
- Enforce the one-call damage prevention program
- Meet federal standards to maintain interstate agent status
- Assure the safe operation and maintenance of the pipeline systems and facilities
- Educate pipeline operators and excavators

The 1987 Pipeline Safety Act, M.S. Chapters 299J and 299F, created the Office of Pipeline Safety. The laws created the Office with specific authority, duties and regulatory language for all transportation pipelines and facilities within the State.

M.S. Chapter 216D, the Gopher State One Call (GSOC) law is enforced by MnOPS.

The Office of Pipeline Safety has made significant strides since its formation in late 1987 to achieve the program purpose. MnOPS has instituted a thorough inspection program for pipeline operators in Minnesota.

### Performance Objectives and Measures:

1. Lower the leak rate per mile of pipeline by five (5) percent by FY 2000.

**Measure:** Leak rate per mile of pipeline.

	<u>*CY 1991</u>	<u>CY 1992</u>	<u>CY 1993</u>	<u>Objectives</u>		
				<u>CY 1994</u>	<u>CY 1995</u>	<u>CY 2000</u>
Actual						
# LEAKS PER						
MILES OF						
PIPE	.4179	.4454	N/A	.4432	.4409	.4231
Prior Objectives:		N/A				

2. Reduce the number of accidental releases of gases or liquids (hits) from jurisdictional underground utilities as reported by the large operators by ten (10) percent by FY 2000.

**Measure:** Number of "hits" reported by underground facility operators and the number of annual excavation requests made in the vicinity of the these underground utilities.

**Part 2: Program Information (Cont.)**

---

	<u>*CY 1992</u>	<u>CY 1993</u>	<u>CY 1994</u>	<u>Objectives</u> <u>CY 1995</u>	<u>CY 2000</u>
--	-----------------	----------------	----------------	-------------------------------------	----------------

Actual  
"HITS" per  
LOCATE REQUESTS

Baseline to be established in 1994

Prior Objectives: N/A

\* Calendar year data is used for the operator reports, and the Federal Office of Pipeline Safety (FOPS) audits, certifications, and grant allocations.

3. Develop a "Compliance Quotient" of operator performance.

Measure: Percentage of compliances on standardized Federal Office of Pipeline Safety inspections.

	<u>*CY 1992</u>	<u>CY 1993</u>	<u>CY 1994</u>	<u>Objectives</u> <u>CY 1995</u>	<u>CY 2000</u>
--	-----------------	----------------	----------------	-------------------------------------	----------------

Actual  
BASELINE TO BE DETERMINED

Prior Objectives: N/A

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department Of Public Safety  
**Program:** Office Of Pipeline Safety (MNOPS)

**Objective 1.** Lower the leak rate per mile of pipeline by five (5) percent by FY 2000.

**Measure:** Leak rate per mile of pipeline.

**Definition:** The Federal report forms contain useful information that should measure the effectiveness of pipeline safety programs when utilized in a trend analysis.

**Rationale:** The number of leaks repaired or scheduled for repair constitutes a measure of how well the operator is compiling to their own policies and procedures and those applied by MnOPS through an inspection and enforcement program.

**Data Source:** The FOPS annual system reports and individual accident/incident forms that the pipeline and facility operators must complete and file will be tabulated.

**Factors Beyond Agency's Control That Affect Performance:** The current methods of completing the Federal forms may change because of clarifications or instructional interpretations by the FOPS, which would significantly alter the trend analysis.

**Objective 2.** Reduce the number of hits to underground utilities as reported by the large utilities by ten (10) percent by the FY 2000.

**Measure:** Number of hits reported by underground facility operators and the number of excavation requests made in the vicinity of the these underground utilities.

**Definition:** The number of "hits reported per thousand locate requests is an indicator of the effectiveness of the damage prevention program enforced by MnOPS. Several large natural gas companies will be used as the "model" to consolidate their information. MnOPS will combine the information and extrapolate the number of "hits" for the total volume of locate calls.

**Rationale:** The measure indicates the combined efforts of the excavators, utility operators and MnOPS to reduce the costs of repairs and the risk of accidents that result in injury and/or property damage.

**Data Source:** The gathering of the data in various forms and levels has been done by individual companies prior to 1988. The start up of the GSOC system in 1989 unified the record keeping for the number of incoming and outgoing locate calls, but GSOC did not have a method to trend the results of the excavations and locating problems. The larger companies have the resources, but the information stayed within the company.

**Factors Beyond Agency's Control That Affect Performance:** The current methods of completing the Federal forms may change because of clarifications or interpretations by the FOPS, which would significantly alter the trend analysis.

**Objective 3.** Develop a "Compliance Quotient" of operator performance.

**Measure:** Percentage of compliances on standardized Federal Office of Pipeline Safety inspections.

**Definition:** The CQ number is based upon the number of compliances found, divided by the number of questions asked. It would mathematically represents the degree of effectiveness of the inspection program implemented by MnOPS.

**Rationale:** The CQ trend analysis quantifies the number of compliances based upon the number of questions asked. The

### ***Part 3: Substantiating the Performance Measures (Cont.)***

---

percent of compliances should increase as a function of the number of questions asked each operator each inspection cycle. The "Compliance Quotient" (CQ) would initially be lower for new inspection and enforcement programs and new operators, but should trend to a higher number as the program or operator's performance improves.

**Data Source:** The number of non-compliances found, corrected, and carried over from previous years are part of the Federal annual audit of the MnOPS program. The number of questions asked can be counted from the computerized inspections. The consolidation of the previous data may not be feasible. The old information resides in either previous hard copy inspection formats, or in word processing documents. Resources will need to be prioritized to gather the current data and incorporate the information in the new relational database of our inspection result reports.

**Factors Beyond Agency's Control That Affect Performance:** The initiation of a new inspection and enforcement program or a significant increase in the number of newly identified operators could "Deflate" the CQ number. The number of compliances for interstate operators may lag from the date of the actual inspection because the Federal Office of Pipeline Safety, nor MnOPS, does the actual enforcement on interstate operators, and they are a year or two behind in their paperwork.

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Public Safety, Department of  
**Program:** Crime Victims Services

**Program Purpose:** The mission of the Crime Victims Reparations Program is to provide financial assistance to crime victims in Minnesota who have suffered personal injury as a result of their victimization.

Minnesota's Crime Victim Reparations Program was established in 1974 (M.S. Section 611A.51) to assist crime victims in Minnesota with their financial losses. Minnesota was the 13th state to enact a compensation program for crime victims. The Minnesota program was enacted because of increased concern for victims of violent crime, and recognition that the state's duty to protect its citizens should encompass compensation for the costs of crime. The purpose of the program is to restore Minnesota victims of violent crime economically to the extent possible.

**Goal:**

- Insure that the victims receive reparation as fast as possible.

### Performance Objectives and Measures:

1. To increase the level of reparations funding to crime victims in Minnesota by thirty (30) percent by 1995 by increasing the overall collection of restitution, subrogation, refund and civil award money.

**Measure:** Funds available for reparations payments.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	\$144,609	\$290,187	\$109,972	\$235,653	\$282,784	\$381,132	
Prior Objectives							

2. The average processing time for decisions on claims will be three (3) months for F. Y. 1994-95.

**Measure:** Average processing time for claims.

	<u>F.Y. 1990</u>	<u>F.Y. 1991</u>	<u>F.Y. 1992</u>	<u>F.Y. 1993</u>	<u>Objectives</u>		
					<u>F.Y. 1994</u>	<u>F.Y. 1995</u>	<u>F.Y. 2000</u>
Actual	2.9 mo.	3.5 mo.	5.3 mo.	6 mo.	3 mo.	3 mo.	
Prior Objectives							



# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Public Safety, Department of  
**Program:** Crime Victims Services

**Objective 1.** To increase the level of funding to crime victims in Minnesota by 30% by 1995 by increasing the overall collection of restitution, subrogation, refund and civil award money.

**Measure:** Amount of money available to the program from these funds.

**Definition:** Amount of money collected from these sources.

**Rationale:** M. S. Section 611A.51 established the reparations program, defines the eligibility criteria, the process for awarding or denying claims and provides that the program can collect the funds defined above. It is extremely important that the program be able to track and collect these funds so that they can reduce the overall costs of the program and make it possible for funding to be made available to additional eligible claimants.

The objective established is based on information that we have gathered over the years of operating the program. In recent years we have not had adequate staffing to track these funds and insure that they are awarded back to the program. We are adding a full time staff person to take responsibility for leading this effort.

**Data Source:** Records on the amount of money received. The data base also tracks the amount of claims awarded, and processing time on claims.

**Factors Beyond Agency's Control That Affect Performance:** Can not collect restitution monies unless it is court ordered. If civil awards decrease for some reason those funds will not be available to collect.

**Objective 2.**

**Measure:**

**Definition:**

**Rationale:**

**Data Source:**

**Factors Beyond Agency's Control That Affect Performance:**

# ANNUAL PERFORMANCE REPORT

## Part 2: Program Information

**Agency:** Public Safety, Department of  
**Program:** Office of Crime Victims Ombudsman

**Program Purpose:** 1. The purpose of this program is to ensure statutory protection of crime victim's rights and provide a resource of information and referrals for all victims of crime. The program offers assistance to crime victims who feel their statutory rights have been violated, or who feel they have been mistreated by any element of the criminal justice system and/or victim/witness service provider. The office acts as an impartial investigator and liaison between agencies and crime victims/witnesses and their families.

The Office of Crime Victims Ombudsman (OCVO) has the following primary goals:

- To investigate complaints against criminal justice professionals and/or agencies, and/or victim/witness service provider professionals and/or agencies who may be infringing on the rights of crime victims/witnesses; and, to report findings; and, to assist in fair settlements.
- To provide a comprehensive source of information and referral.
- To inform the public and professionals about victims rights through speaking engagements, training, and the media, with the ultimate goal that consistent, accessible services are provided to all Minnesota crime victims/witnesses.
- To act as a liaison between agencies and victims.
- to provide leadership in policy making and planning regarding services to victims.
- To monitor compliance through the collection of data.

### Performance Objectives and Measures:

To reduce the number of complaints against criminal justice agencies and /or professionals received by victims and witnesses of crime in the State of Minnesota by twenty-five (25) percent by the year 2000.

**Measure:** Number of victims actually assisted.

	F.Y. 1993	Objectives			
		Projected	F.Y. 1994	F.Y. 1995	F.Y. 1996 F.Y. 2000
Actual					
# complaints rec.	250		300	375	375 187
# investigations	100		125	156	156
# info/referrals	150		187	233	233

**Measure:** Number of speaking engagement, articles published, press releases and program materials exhibited at resource fairs annually.

	F.Y. 1993	Objectives			
		Projected	F.Y. 1994	F.Y. 1995	F.Y. 1996 F.Y. 2000
Actual					
Speaking	21		24	24	24
Articles	3		3	3	3
Press	12		12	12	12
Fairs	10		12	12	12

# ANNUAL PERFORMANCE REPORT

## Part 3: Substantiating the Performance Measures

---

**Agency:** Department of Public Safety  
**Program:** Office of Crime Victims Ombudsman

**Objective 1.** To reduce the number of complaints against criminal justice agencies and/or professionals received by victims and witnesses of crime in the State of Minnesota by twenty-five (25) percent by the year 2000.

**Measure:** Number of victims actually assisted.

**Measure:** Number of speaking engagements, training conducted, articles published, press releases, and program materials exhibited at resource fairs annually.

**Definition:** A crime victim calls the OCVO and gives intake worker information that alleges that their rights have been violated or that they have been mistreated by any part of the criminal justice system; and/or, request information or referral. Upon receiving a complaint, the OCVO mails information to the victim as well as a request for a more detailed account of the alleged violation, any documenting information, and a signed release of information waiver. When the victim returns this information, it is analyzed and an investigation strategy drafted.

If at the conclusion of the investigation, the OCVO finds against an agency, a letter of findings and recommendations is sent to the offending agency and the agency is given a period of 30 days to respond. If the agency fails to respond within 30 days, they are sent another notice and given 10 days to respond. If the agency fails to respond a second time, the OCVO files a complaint with the agencies licensing board for violating relevant sections Minnesota Statutes section 611A.

Recommendations vary and are given on a case to case basis, however, the OCVO usually requires that the offending agency submit to in-service training on victims rights which the OCVO will provide to them free of cost.

The OCVO is not a punitive agency and we strive to solve problems through resolution. Part of the resolution is often providing training for the offending agency. Other's include providing information to the community at large via speaking engagements, writing articles in community, as well as, professional journals, and presenting information at community resource fairs around the state of Minnesota. Often, the victim simply wants an apology from the offending agencies Chief Executive Officer and the OCVO has been successful in that resolve as well.

**Rationale:** Minnesota State law provides power to the OCVO to investigate violations of victims rights and/or mistreatment of crime victims by any part of the criminal justice system and/or victim/witness service providers. The ultimate goal of this office is that there are fewer complaints against criminal justice agencies and/or professionals. This goal will be accomplished by conducting responsible investigations, by empowering victims with information by providing a comprehensive source of information and referral, by acting as a liaison between victims and agencies to ensure that open communication is occurring, by providing leadership in policy making and planning, and by heightening public awareness about victims rights through public speaking engagements, training, and the media.

As crime victims rights legislation is fairly new, many professional still do not understand their mandates and many crime victims aren't aware of their rights. It is, therefore, more likely that as information is distributed there will first be an increase in complaints before one will see a decline. Ultimately, the expectation is that as professionals become aware of their statutory obligation, consistent, accessible services will be provided to all crime victims/witnesses and complaints will go down.

**Data Source:** The OCVO maintains records of all information regarding the complaint and summary actions to the complaint.

**Factors Beyond Agency's Control That Affect Performance:** The number of crime victims. The number of victims who receive information about the availability of the program.

# **ANNUAL PERFORMANCE REPORT**

## **Part 4: Improving Programs and the Reporting Process**

---

**Agency: Department of Public Safety**

**Process Used:** The program managers were instructed to review the mission and performance information in the 1994-95 biennial budget and determine how much of this information was pertinent for this report. Issues to keep in mind when reviewing the budget document were; areas of major emphasis within the program, issues that needed further resolution or follow-up and new legislative mandates which are of interest to the public and legislators. To assist the participants, training utilizing the Department of Administration, Management Analysis staff was provided.

Program managers involved employees in the drafting of this report. The amount of involvement at each level within a program depended on the number of employees for the program and time constraints that were inherent to the preparation of this report. future work on this document will provide more employee input.

A worker participation committee has been formed that is representative of all the programs. This draft report will be shared with the committee. The committee is also formulating objectives for areas of concern from their perspective.

**Ways to Improve Program Outcomes:** A critical success factor for the agency is team effort. Much progress has been made during the last year in bringing managers together to meet common goals and objectives.