



**LOUISIANA STATE POLICE**

**FIVE-YEAR STRATEGIC PLAN**

**FY 2017-2018 THROUGH FY 2021-2022**

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# OFFICE OF LOUISIANA STATE POLICE FIVE-YEAR STRATEGIC PLAN FY 2017-2018 THROUGH FY 2021-2022

## AGENCY VISION

The Louisiana State Police will be a model of an exemplary law enforcement organization providing service to the public, the law enforcement community, and allied agencies through impartial enforcement of the laws. Our highly skilled workforce will serve as a model of forward-thinking leadership and professionalism.

## AGENCY MISSION

The Louisiana State Police is a statutorily mandated, statewide law enforcement agency charged with ensuring the safety, order, and security of the people in the state through enforcement, regulation, education, and provision of other essential public safety services.

## VALUES/PHILOSOPHY

The values/philosophy of the Louisiana State Police can be summed up by the abbreviated acronym for leadership: *LDRSHIP*.

### **LDRSHIP**

**Loyalty** – Bear true faith and allegiance to the U.S. Constitution, the State Police, your unit, and other troopers.

**Duty** – Fulfill your obligations.

**Respect** – Treat people as they should be treated.

**Selfless Service** – Put the welfare of the nation, the State Police, and others before your own.

**Honor** – Consistently act with the utmost honesty and integrity.

**Integrity** – Do what is right – legally and morally.

**Personal Courage** – Face fear, danger, or adversity (physical or moral).

## AGENCY GOALS

1. Promote public safety in our state through aggressive traffic enforcement, criminal investigation, administrative regulation, public education, and community involvement.
2. Ensure that the department is adequately staffed, equipped, and trained to accomplish its mission.
3. Reduce duplication of effort, enhance interoperability, and promote communication among federal, state, and local governments, including the areas of homeland security and emergency response.
4. Improve and strengthen workforce effectiveness through planning, forecasting, training, coordination, and accountability.

## **Program A: Traffic Enforcement Program**

### **MISSION**

The Louisiana State Police Patrol Division is dedicated to improving public safety through public education, training, and enforcement of statutes and regulations. The Program ensures compliance with commercial and private motor vehicle laws and regulations.

### **GOAL I**

I. Ensure safety on Louisiana's highways through proactive patrol and the enforcement of statutes and regulations.

#### **OBJECTIVE I.1**

I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.

#### **STRATEGIES**

I.1.1 Establish preventative patrols to deal with specific categories of unlawful driving behaviors.

I.1.2 Continue utilizing the TrafficStat Program to compile annual collision experience data statewide to determine assignment of personnel.

I.1.3 Implement assignment of personnel at the time when and to the locations where analyses have shown that a significant number of violations and/or collisions involving impaired drivers have occurred.

I.1.4 Work in conjunction with Department of Transportation and Development (DOTD) to maximize the capabilities of the Traffic Incident Management System.

I.1.5 Continue selective DWI checkpoints and enforcement.

I.1.6 Continue selective seatbelt checkpoints and enforcement.

I.1.7 Implement an effective statewide Drug Recognition Expert (DRE) Program.

## **PERFORMANCE INDICATORS**

Percentage of State Police Manpower Allocation Study coverage level implemented  
Current State Trooper patrol strength  
Required State Trooper patrol strength per manpower study  
Total miles patrolled (GPI)  
Total number of public assists  
Number of fatal crashes investigated  
Total number of crashes investigated  
Number of crashes resulting in arrests  
Hours spent in court  
Total number of contacts: crashes, tickets, and motorist assists (GPI)  
Number of criminal arrests (GPI)  
Number of injury crashes investigated (GPI)  
Number of property damage crashes investigated (GPI)  
Number of individuals killed in automobile crashes (GPI)  
Number of individuals injured in automobile crashes (GPI)

## **GOAL II**

II. Make Louisiana roads safer by enforcing the laws and regulations governing commercial motor carriers, commercial motor vehicles, and the drivers who operate them. In addition, continue partnering with the Federal Motor Carrier Safety Administration (FMCSA) to work towards compliance with an effective roadside inspection program, aggressive traffic enforcement, and public education.

### **OBJECTIVE II.I**

II.I Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.

### **STRATEGIES**

II.1.1 Conduct patrols of high traffic corridors, construction zones, and other reduced speed zones specifically targeting aggressive driving, tailgaters, speeders and other violations.

II.1.2 Conduct nighttime and off-hour patrols with enforcement emphasis on removal of fatigued, impaired, or drugged drivers.

II.1.3 Conduct new entrant safety audits and compliance reviews on commercial motor carriers.

II.1.4 Continue educational programs and forums for the commercial motor carrier industry regarding issues that affect driver and vehicle safety.

## **PERFORMANCE INDICATORS**

Number of fatal commercial-related crashes

Number of motor carrier safety inspections conducted

Number of new entrant safety audits conducted

Number of compliance reviews conducted

Number of Motor Carrier Safety violations cited (GPI)

Annual percent reduction in fatal motor vehicle crashes (GPI)

## **OBJECTIVE II.2**

II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.

## **STRATEGY**

II.2.1 Conduct patrols of state and federal highways with enforcement emphasis on overweight commercial vehicles.

II.2.2 Through the use of technology at all fixed scale locations, support the compliance of gross and axle weight configurations of commercial vehicles.

## **PERFORMANCE INDICATORS**

Number of commercial vehicles checked for overweight violations – mobile

Number of overweight violations cited – mobile (GPI)

Percentage of commercial vehicles issued overweight violations - mobile

Number of manpower hours dedicated to weight enforcement - mobile

Number of commercial vehicles checked for overweight violations – fixed

Number of overweight violations cited – fixed (GPI)

Percentage of commercial vehicles issued overweight violations - fixed

### **Goal III**

III. The Louisiana Oil Spill Coordinator's Office (LOSCO) will continue to effectively carry out its mission to coordinate the state's response with the other state agencies, as well as the other state natural resource trustees, including the Department of Environmental Quality, the Department of Natural Resources, the Department of Wildlife and Fisheries, and Coastal Protection and Restoration Agency, when there is an actual or threatened unauthorized discharge of oil onto the land, coastal waters or any other waters of the state. LOSCO will successfully coordinate the state's response to an oil spill by ensuring that the pertinent state agencies along with the trustees assist each other in establishing response priorities, share pertinent information, coordinate assessment activities, and conduct natural resource damage assessment as needed.

#### **OBJECTIVE III.1**

III.1 Through the Louisiana Oil Spill Coordinator activity, to ensure effective coordination and representation of the state's interest in all matters related to oil spill response, prevention, and natural resource damage assessments (NRDA), annually.

#### **STRATEGIES**

III.1.1 Coordinate all natural resource damage assessment cases.

III.1.2 Coordinate the state natural resource trustees' response to oil spill incidents occurring within, or potentially impacting, Louisiana.

#### **PERFORMANCE INDICATORS**

Percentage of NRDA cases coordinated

Percentage of oil spill incident responses coordinated.

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Percentage of State Police Manpower Allocation Study coverage level implemented*

**Indicator LaPAS PI Code:** 13772

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the total number of highway miles patrolled by troopers as per the State Police Manpower Allocation Study 2007 formulas.
3. **Use:** Assists in determining additional funding, equipment, and T.O. needs.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Office of State Police Human Resources, Daily Activity Report System (DARS).
  - Collection:** On demand & daily respectively.
  - Reporting:** Fiscal year & quarterly respectively.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Current State Trooper patrol strength*

**Indicator LaPAS PI Code:** 13773

1. **Type and Level:** Input; Key
2. **Rationale, Relevance, Reliability:** Measures the number of troop traffic enforcement personnel.
3. **Use:** With the use of the Manpower Allocation Study, it will determine whether or not needed Table of Organization has been funded and implemented.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Office of State Police Human Resources.
  - Collection:** Upon demand.
  - Reporting:** Fiscal year.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Not applicable.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Required State Trooper patrol strength per manpower study*

**Indicator LaPAS PI Code:** 13774

1. **Type and Level:** Input: Key
2. **Rationale, Relevance, Reliability:** Measures number troop traffic enforcement personnel needed statewide to efficiently perform the assigned mission.
3. **Use:** To determine the T.O. and funding necessary to perform the mandated mission.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** State Police Manpower Allocation 2007.
  - Collection:** Upon demand.
  - Reporting:** Fiscal year.
6. **Calculation Methodology:** Calculation: As per formulas noted in the Personnel Allocation Model by Northwestern University; Methodology: Formulas utilizing variables for miles of roadway, number of calls for assistance, etc.
7. **Scope:** Disaggregate.
8. **Caveats:** Whether or not the Personnel Allocation Model variables were accurate.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Total miles patrolled*

**Indicator LaPAS PI Code:** 1884

1. **Type and Level:** Output; GPI
2. **Rationale, Relevance, Reliability:** Measures total miles patrolled by troop traffic enforcement personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Total number of public assists*

**Indicator LaPAS PI Code:** 13775

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures total number public assists by troop traffic enforcement personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** Public assists – Assistance rendered to disabled or stranded motorists.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of fatal crashes investigated*

**Indicator LaPAS PI Code:** 1887

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures total number fatal crashes investigated by troop traffic enforcement personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** Fatal crash - Vehicle crash resulting in one or more deaths.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Total number of crashes investigated*

**Indicator LaPAS PI Code:** 1886

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures total number of property damage, injury, and fatal crashes investigated by troop traffic enforcement personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of crashes resulting in arrests*

**Indicator LaPAS PI Code:** 1890

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures total number of crashes which result in the issuance of a citation by troop traffic enforcement personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Hours spent in court*

**Indicator LaPAS PI Code:** 20797

1. **Type and Level:** Outcome; Level Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of traffic enforcement man-hours lost to court appearance requirements.
3. **Use:** To determine increase or decrease in troop traffic enforcement personnel court appearances, and further T.O. and funding needs.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Total number of contacts: crashes, tickets, and motorist assists*

**Indicator LaPAS PI Code:** 1885

1. **Type and Level:** Output; GPI
2. **Rationale, Relevance, Reliability:** Measures total number of contacts made to include crashes, tickets, and motorist assists.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of information provided by Troops.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of criminal arrests*

**Indicator LaPAS PI Code:** 1880

1. **Type and Level:** Output; GPI
2. **Rationale, Relevance, Reliability:** Measures total number of criminal arrests made by troop traffic enforcement personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Sergeant Jason Shavers
  - Phone:** 225-925-6198
  - Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of injury crashes investigated*

**Indicator LaPAS PI Code:** 1888

1. **Type and Level:** Output; GPI
2. **Rationale, Relevance, Reliability:** Measures total number of injury crashes investigated by troop commissioned personnel.
3. **Use:** To determine increase or decrease in troop personnel activity and efficiency.
4. **Clarity:** Injury Crashes – Crashes in which bodily injury occurs.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of property damage crashes investigated*

**Indicator LaPAS PI Code:** 1889

1. **Type and Level:** Output; GPI
2. **Rationale, Relevance, Reliability:** Measures total number of property damage crashes investigated by troop enforcement personnel.
3. **Use:** To determine increase in trooper personnel activity and efficiency.
4. **Clarity:** Property damage crashes – Vehicle crash involving no injury to any party.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of individuals killed in automobile crashes*

**Indicator LaPAS PI Code:** 1891

1. **Type and Level:** Input; GPI
2. **Rationale, Relevance, Reliability:** Measures total number of individuals killed in crashes investigated by troopers.
3. **Use:** To determine effectiveness and efficiency of troopers' efforts to impact number of individuals killed in crashes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report System (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *I.1 Reduce the number of traffic fatalities by 5% by June 30, 2022.*

**Indicator Name:** *Number of individuals injured in automobile crashes*

**Indicator LaPAS PI Code:** 1892

1. **Type and Level:** Input; GPI
2. **Rationale, Relevance, Reliability:** Measures total number of individuals injured in crashes investigated by troopers.
3. **Use:** To determine effectiveness and efficiency of troopers' efforts to impact number of individuals injured in crashes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Troop Daily Activity Report (DARS).
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Numeric tally Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** Accuracy of troop personnel information input.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Sergeant Jason Shavers

**Phone:** 225-925-6198

**Email:** [jason.shavers@la.gov](mailto:jason.shavers@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.1 Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.*

**Indicator Name:** *Number of fatal commercial-related crashes*

**Indicator LaPAS PI Code:** 10758

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** The core mission of MCSAP is the reduction of fatal and serious crashes involving commercial motor vehicles through an aggressive enforcement campaign involving roadside inspections of drivers and vehicles.
3. **Use:** The indicator is the key component of determining the successes of MCSAP and will be used to analyze the effectiveness of patrol tactics and strategies and detection of shifts in the amounts of commercial vehicle traffic traveling Louisiana roads.
4. **Clarity:** Commercial Motor Vehicle (CMV): Trucks and trailers used for transportation of goods, services, or people as defined by federal regulation and state statute.
5. **Data Source, Collection and Reporting:**

**Source:** Department of Public Safety and Corrections, Louisiana Highway Safety Commission, and Louisiana State University.

**Collection:** Weekly.

**Reporting:** Quarterly.

6. **Calculation Methodology:** Calculation: Standard calculation as to the number reported; Methodology: Addition.
7. **Scope:** Aggregate.
8. **Caveats:** Willingness of reporting agencies to supply data, accuracy of information submitted, and the raw number of CMV crashes is not being compared to miles driven. The number is static and not reflective of changes in environment and demographics, and lastly, socio-economic activities.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Lieutenant Adrian Kelleher

**Phone:** 225-925-6113

**Email:** [adrian.kelleher@la.gov](mailto:adrian.kelleher@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.1 Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.*

**Indicator Name:** *Number of motor carrier safety inspections conducted*

**Indicator LaPAS PI Code:** 1894

1. **Type and Level:** Input; Key
2. **Rationale, Relevance, Reliability:** Roadside safety inspections of commercial vehicles have a profound effect on promoting voluntary compliance to Federal Motor Carrier Safety Regulations. Serious safety defects require immediate remedy before such vehicles may lawfully proceed to their destinations.
3. **Use:** Greater number of inspections conducted has a positive effect on increasing a safety environment for the motoring public.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database.
  - Collection:** Quarterly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Mathematical calculations Methodology: N/A
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Adrian Kelleher

**Phone:** 225-925-6113

**Email:** [adrian.kelleher@la.gov](mailto:adrian.kelleher@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.1 Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.*

**Indicator Name:** *Number of new entrant safety audits conducted*

**Indicator LaPAS PI Code:** 25467

1. **Type and Level:** Input; Key
2. **Rationale, Relevance, Reliability:** This program is mandated by the Federal Motor Carrier Safety Administration; it requires that all new Louisiana-based carriers receive a safety rating within eighteen months of receiving their operating authorities.
3. **Use:** To determine by investigator audits of motor carriers, trends to formulate future enforcement strategies, and the implementation of more strategically focused campaigns based on data collected from safety audits.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database.
  - Collection:** Quarterly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Mathematical calculation; Methodology: Addition.
7. **Scope:** Aggregate.
8. **Caveats:** Effectiveness of this performance indicator will be based upon the number of qualified auditors.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Lieutenant Adrian Kelleher
  - Phone:** 225-925-6113
  - Email:** [adrian.kelleher@la.gov](mailto:adrian.kelleher@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.1 Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.*

**Indicator Name:** *Number of compliance reviews conducted*

**Indicator LaPAS PI Code:** 20798

1. **Type and Level:** Input; Key
2. **Rationale, Relevance, Reliability:** Compliance Review Audits are an important and necessary tool to assess the safety posture of motor carriers. Inspection, crash, and other data used in these audits help identify at-risk carriers and provide a medium to institute corrective measures to minimize recurrences. Compliance Reviews are extremely effective in identifying problem areas in which motor carriers experience difficulties in maintaining compliance.
3. **Use:** To determine by investigator audits of motor carriers, trends to formulate future enforcement strategies, and the implementation of more strategically focused campaigns based on data collected from safety audits.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database.
  - Collection:** Quarterly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation: Mathematical calculation; Methodology: Addition.
7. **Scope:** Aggregate.
8. **Caveats:** Effectiveness of this performance indicator will be based upon the number of qualified auditors.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Adrian Kelleher

**Phone:** 225-925-6113

**Email:** [adrian.kelleher@la.gov](mailto:adrian.kelleher@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.1 Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.*

**Indicator Name:** *Number of Motor Carrier Safety violations cited*

**Indicator LaPAS PI Code:** 1895

1. **Type and Level:** Input; GPI
2. **Rationale, Relevance, Reliability:** The performance indicator indicates the quality of inspection and the level of compliance of motor carriers and their drivers.
3. **Use:** Used to track, identify, and correct the regulatory deficiencies of high-risk carriers and their drivers, and assess program effectiveness.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Department of Public Safety and Corrections, Louisiana Highway Commission, and Louisiana State University.
  - Collection:** Weekly.
  - Reporting:** Annually.
6. **Calculation Methodology:** Calculation: Standard calculation; Methodology: Addition.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Adrian Kelleher

**Phone:** 225-925-6113

**Email:** [adrian.kelleher@la.gov](mailto:adrian.kelleher@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.1 Reduce the number of fatal commercial motor vehicle-related crashes by 5% by June 30, 2022.*

**Indicator Name:** *Annual percent reduction in fatal commercial motor vehicle crashes*

**Indicator LaPAS PI Code:** 23525

1. **Type and Level:** Outcome; GPI
2. **Rationale, Relevance, Reliability:** This indicator indicates the annual percent reduction in fatal commercial motor vehicle crashes. This represents the annual progress towards meeting the objective of reducing fatal commercial motor vehicle crashes.
3. **Use:** Used to track the reduction of fatal commercial motor vehicle crashes and to ultimately assess program effectiveness.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Department of Public Safety and Corrections, Louisiana Highway Commission, and Louisiana State University.
  - Collection:** Weekly.
  - Reporting:** Annually.
6. **Calculation Methodology:** Calculation: Standard calculation; Methodology: Addition and Division.
7. **Scope:** Aggregate.
8. **Caveats:** Not applicable.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Adrian Kelleher

**Phone:** 225-925-6113

**Email:** [adrian.kelleher@la.gov](mailto:adrian.kelleher@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Number of commercial vehicles checked for overweight violations - mobile*

**Indicator LaPAS PI Code:** 13778

1. **Type and Level:** Input; Key
2. **Rationale, Relevance, Reliability:** This indicator will measure the total number of vehicles weighed by enforcement officers in the mobile division of the Weights and Standards Unit.
3. **Use:** This indicator will be used to increase the unit's effectiveness through increasing officer efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** The number of trucks weighed as reported by officers.
7. **Scope:** Aggregate.
8. **Caveats:** This system is affected by the accuracy of submitted data.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Lieutenant Jerry Smith
  - Phone:** 225-925-6113
  - Email:** [jerry.smith@la.gov](mailto:jerry.smith@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Number of overweight violations cited - mobile*

**Indicator LaPAS PI Code:** 13779

1. **Type and Level:** Input; GPI
2. **Rationale, Relevance, Reliability:** This indicator will measure the number of weight violations issued to commercial vehicle traffic.
3. **Use:** This indicator will be used to increase the unit's effectiveness through increasing officer efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Annually.
6. **Calculation Methodology:** This figure is a total of the number of over gross, over axle, weight violations reported by officers on daily and monthly reports.
7. **Scope:** Aggregate.
8. **Caveats:** This system is affected by the accuracy of submitted data. This indicator will be used to identify the impact of changes in legislation pertaining to weight laws.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Jerry Smith

**Phone:** 225-925-6113

**Email:** [jerry.smith@la.gov](mailto:jerry.smith@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Percentage of commercial vehicles cited for overweight violations - mobile*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** This indicator will measure the percentage of CMV who have been cited for overweight violations by the mobile scale units.
3. **Use:** This indicator will be used to increase the unit's effectiveness through increasing officer efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Annually.
6. **Calculation Methodology:** This figure is a percentage of the number of over gross, over axle, weight violations reported by officers on daily and monthly reports compared to total citations by the mobile scale units.
7. **Scope:** Disaggregate.
8. **Caveats:** This system is affected by the accuracy of submitted data. This indicator will be used to identify the impact of changes in legislation pertaining to weight laws.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Jerry Smith

**Phone:** 225-925-6113

**Email:** [jerry.smith@la.gov](mailto:jerry.smith@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Number of manpower hours dedicated to weight enforcement - mobile*

**Indicator LaPAS PI Code:** 20799

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** This indicator will measure the number of hour's weights and standards officers in the mobile division dedicate to weight and size enforcement.
3. **Use:** This indicator will be used to identify the number of hours available to enforce federal and state regulations.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Semi-annually.
6. **Calculation Methodology:** Hours are noted by field officers and totaled in the TARS System.
7. **Scope:** Aggregate.
8. **Caveats:** This system is affected by the accuracy of submitted data.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Jerry Smith

**Phone:** 225-925-6113

**Email:** [jerry.smith@la.gov](mailto:jerry.smith@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Number of commercial vehicles checked for overweight violations - fixed*

**Indicator LaPAS PI Code:** 23530

1. **Type and Level:** Input; Key
2. **Rationale, Relevance, Reliability:** This indicator indicates the number trucks that are weighed at fixed-scale locations throughout the state.
3. **Use:** This indicator will be used to increase the unit's effectiveness through increasing officer efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** The number of trucks weighed as reported by officers.
7. **Scope:** Aggregate.
8. **Caveats:** This system is affected by the accuracy of submitted data.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Jerry Smith

**Phone:** 225-925-6113

**Email:** [jerry.smith@la.gov](mailto:jerry.smith@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Number of overweight violations cited – fixed*

**Indicator LaPAS PI Code:** 23529

1. **Type and Level:** Input; GPI
2. **Rationale, Relevance, Reliability:** This indicator indicates the number of citations given by the mobile weights and standards division to those vehicles which are overweight.
3. **Use:** This indicator will be used to increase the unit's effectiveness through increasing officer efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Annually.
6. **Calculation Methodology:** The number of trucks weighed as reported by officers.
7. **Scope:** This program is statewide and the compilation is an aggregate of the work of all officers.
8. **Caveats:** This system is affected by the accuracy of submitted data.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Jerry Smith

**Phone:** 225-925-6113

**Email:** [jerry.smith@la.gov](mailto:jerry.smith@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *II.2 Provide a viable statewide weight enforcement program to aid in the preservation and maintenance of the infrastructure of federal and state highways, annually.*

**Indicator Name:** *Percentage of commercial vehicles cited for overweight violations - fixed*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** This indicator indicates the percentage of CMV that are cited for overweight violations by the fixed scale units.
3. **Use:** This indicator will be used to increase the unit's effectiveness through increasing officer efficiency.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** TARS Database.
  - Collection:** Daily.
  - Reporting:** Annually.
6. **Calculation Methodology:** This figure is a percentage of the number of over gross, over axle, weight violations reported by officers on daily and monthly reports compared to total citations by the fixed scale units.
7. **Scope:** This program is statewide and the compilation is an aggregate of the work of all officers.
8. **Caveats:** This system is affected by the accuracy of submitted data.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Jerry Smith

**Phone:** 225-925-6113

**Email:** jerry.smith@la.gov

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *III.1 Through the Louisiana Oil Spill Coordinator activity, to ensure effective coordination and representation of the state's interest in all matters related to oil spill response, prevention, and natural resource damage assessments (NRDA), annually.*

**Indicator Name:** *Percentage of NRDA cases coordinated*

**Indicator LaPAS PI Code:** 23526

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** This indicator indicates the percentage of NRDA cases that were coordinated by LOSCO.
3. **Use:** This indicator will be used to ensure that all NRDA oil spills are coordinated by LOSCO.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** On-demand.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** The number of cases coordinated divided by the number of cases received.
7. **Scope:** Disaggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Brian Wynne, Executive Director
  - Phone:** 225-925-6606
  - Email:** [bwynne@losco.state.la.us](mailto:bwynne@losco.state.la.us)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Traffic Enforcement*

**Objective:** *III.1 Through the Louisiana Oil Spill Coordinator activity, to ensure effective coordination and representation of the state's interest in all matters related to oil spill response, prevention, and natural resource damage assessments (NRDA), annually.*

**Indicator Name:** *Percentage of oil spill incident responses coordinated*

**Indicator LaPAS PI Code:** *New*

**1. Type and Level:** Input; Key

**2. Rationale, Relevance, Reliability:** This indicator indicates the percentage of Oil Spill incident responses coordinated by LOSCO quarterly.

**3. Use:** This indicator will be used to ensure that state trustee response to oil spill incidents is coordinated by LOSCO quarterly.

**4. Clarity:** The indicator name clearly identifies what is being measured.

**5. Data Source, Collection and Reporting:**

**Source:** Manual internal log.

**Collection:** On-demand.

**Reporting:** Quarterly.

**6. Calculation Methodology:** Simple calculation of the number of oil spill incidents coordinated by LOSCO divided by the number of oil spill incidents responded.

**7. Scope:** Aggregate.

**8. Caveats:** None.

**9. Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.

**10. Responsible Person:**

**Name/Title:** Brian Wynne, Executive Director

**Phone:** 225-925-6606

**Email:** [bwynne@losco.state.la.us](mailto:bwynne@losco.state.la.us)

## **Program B: Criminal Investigations Program**

### **MISSION**

The Criminal Investigation Program provides Louisiana citizens a safer community through proactive professional law enforcement services and cooperative efforts with allied enforcement entities.

### **GOAL I**

I. Ensure the detection of criminal activity and apprehension of perpetrators.

#### **OBJECTIVE I.1**

I.1 To prevent and detect crime, apprehend criminals, and perform any other related duties by increasing the number of criminal investigations 5% by June 30, 2022.

#### **STRATEGIES**

I.1.1 Increase education and public awareness by providing informational avenues to report criminal activities.

I.1.2 Increase use of modern technology to enhance criminal investigations and the detection of criminal activity.

I.1.3 Increase educational presentations relative to reducing the demand of illicit drugs.

#### **PERFORMANCE INDICATORS**

Number of criminal investigations initiated

Number of criminal investigations closed

Percentage increase in number of criminal investigations

## **OBJECTIVE I.2**

I.2. Through the Insurance Fraud activity, to identify, apprehend, and prepare cases for prosecution of individuals who have committed insurance fraud and auto theft, annually, through June 30, 2022.

### **STRATEGY**

I.2.1. Increase effective communication with other agencies.

### **PERFORMANCE INDICATORS**

Percentage of Insurance Fraud and Auto Theft investigations resulting in arrests  
Number of Insurance Fraud and Auto Theft investigations initiated  
Number of Insurance Fraud and Auto Theft investigations closed

## **GOAL II**

II. Enhance and improve communications within Louisiana State Police and with local, state, and federal law enforcement agencies.

## **OBJECTIVE II.1**

II.1. Increase other agency assists by 2% through June 30, 2022.

### **STRATEGIES**

II.1.1 Require investigators to increase assistance to other law enforcement agencies.

II.1.2 Increase assistance and cooperation with non-law enforcement agencies to include private industry and local, state, and federal agencies.

II.1.3 Enhance capabilities of the Fusion Center as a centralized point for compiling all available information sources relating to homeland security.

II.1.4 Provide operational/technical support and intelligence to help solve crimes and apprehend criminals

## PERFORMANCE INDICATORS

Number of other agency assists (GPI)

Percentage of completed Criminal Requests for Information (RFI) from other agencies

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *I.1 To prevent and detect crime, apprehend criminals, and perform any other related duties by increasing the number of criminal investigations 5% by June 30, 2022.*

**Indicator Name:** *Number of criminal investigations initiated*

**Indicator LaPAS PI Code:** 20804

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Measures the number of cases opened by all Criminal Investigative Sections.
3. **Use:** Case Management/Statistical.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Calculation Numeric tally; Methodology Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Major Layne Barnum
  - Phone:** 225-922-1530
  - Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *I.1 To prevent and detect crime, apprehend criminals, and perform any other related duties by increasing the number of criminal investigations 5% by June 30, 2022.*

**Indicator Name:** *Number of criminal investigations closed*

**Indicator LaPAS PI Code:** 21281

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** The indicator can be compared to previous data to determine whether goals and objectives are being accomplished and to determine whether or not an inordinate number of cases are going unresolved.
3. **Use:** Will be used for internal management decisions, as well as performance-based budgeting purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Individual investigators are required to submit monthly reports which enumerate specific reporting categories, such as number of criminal investigations closed. The various unit and section supervisors then forward that information to a central location to be tallied and included in a computer database.
7. **Scope:** Aggregate.
8. **Caveats:** Some criminal investigations are complex, labor/resource intensive and time consuming, which may bias the final performance indicator number.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Major Layne Barnum

**Phone:** 225-922-1530

**Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *I.1 To prevent and detect crime, apprehend criminals, and perform any other related duties by increasing the number of criminal investigations 5% by June 30, 2022.*

**Indicator Name:** *Percentage increase in number of criminal investigations*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the percentage increase of cases that have been opened.
3. **Use:** Will be used for internal management decisions, as well as performance-based budgeting purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Dividing the difference in the number of cases opened this year from the number of cases opened last year by the total number of cases opened last year.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Major Layne Barnum
  - Phone:** 225-922-1530
  - Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *I.2. Through the Insurance Fraud activity, to identify, apprehend, and prepare cases for prosecution of individuals who have committed insurance fraud and auto theft, annually, through June 30, 2022.*

**Indicator Name:** *Percentage of Insurance Fraud and Auto Theft investigations resulting in arrests*

**Indicator LaPAS PI Code:** 23532

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the percentage of investigations resulting in arrests.
3. **Use:** Case Management/Statistical.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** The number of investigations resulting in arrests divided by the total number of investigations closed.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Major Layne Barnum

**Phone:** 225-922-1530

**Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *I.2. Through the Insurance Fraud activity, to identify, apprehend, and prepare cases for prosecution of individuals who have committed insurance fraud and auto theft, annually, through June 30, 2022.*

**Indicator Name:** *Number of Insurance Fraud and Auto Theft investigations initiated*

**Indicator LaPAS PI Code:** 23533

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of cases opened by all Insurance Fraud Sections.
3. **Use:** Case Management/Statistical.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Semi-annually.
6. **Calculation Methodology:** Calculation: Numeric tally Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Major Layne Barnum

**Phone:** 225-922-1530

**Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *1.2. Through the Insurance Fraud activity, to identify, apprehend, and prepare cases for prosecution of individuals who have committed insurance fraud and auto theft, annually, through June 30, 2022.*

**Indicator Name:** *Number of Insurance Fraud and Auto Theft investigations closed*

**Indicator LaPAS PI Code:** 23534

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** The indicator can be compared to previous data to determine whether goals and objectives are being accomplished and to determine whether or not an inordinate number of cases are going unresolved.
3. **Use:** Will be used for internal management decisions, as well as performance based budgeting purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Semi-annually.
6. **Calculation Methodology:** Individual investigators are required to submit monthly reports which enumerate specific reporting categories, such as number of investigations closed. The various unit and section supervisors then forward that information to a central location to be tallied and included in a computer database.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Major Layne Barnum
  - Phone:** 225-922-1530
  - Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *II.I Increase other agency assists by 2% by June 30, 2022.*

**Indicator Name:** *Number of other agency assists*

**Indicator LaPAS PI Code:** 21287

1. **Type and Level:** Output; GPI
2. **Rationale, Relevance, Reliability:** Measures the actual number of times investigators assist other law enforcement agencies.
3. **Use:** Sharing of information and resources.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Annually.
6. **Calculation Methodology:** Calculation: Actual number of other agency assists  
Methodology: Standard calculation.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Major Layne Barnum
  - Phone:** 225-922-1530
  - Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Criminal Investigation*

**Objective:** *II.2 Increase other agency assists by providing operational/technical support and intelligence to help solve crimes and apprehend criminals through June 30, 2022.*

**Indicator Name:** *Percentage of completed Criminal Requests for Information (RFI) from other agencies*

**Indicator LaPAS PI Code:** 23531

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the number of Criminal Requests for Information that are completed for other law enforcement agencies.
3. **Use:** Sharing of information and resources.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Manual internal log.
  - Collection:** Monthly.
  - Reporting:** Quarterly.
6. **Calculation Methodology:** Division of the number of completed criminal RFI from other agencies by the total number of RFI.
7. **Scope:** Aggregate.
8. **Caveats:** None.
9. **Accuracy, Maintenance, and Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Major Layne Barnum
  - Phone:** 225-922-1530
  - Email:** [layne.barnum@la.gov](mailto:layne.barnum@la.gov)

## **Program C: Operational Support Program**

### **MISSION**

Operational Support's mission is to provide essential functions to support Public Safety Services, and to provide Crime Lab services, support for criminal investigations, and security for Capitol Park/Public Safety facilities.

### **GOAL I**

I. The Operational Support Program will develop innovative initiatives through which the State Police will maintain and improve its effectiveness and quality through accountability.

#### **OBJECTIVE I.1**

I.1 The Crime Laboratory will maintain lab-wide accreditation with at least one accrediting body to a forensic accreditation program based on compliance with ISO17025 standards for testing laboratories to ensure continued quality lab operations.

#### **STRATEGIES**

I.1.1 Maintain an internal Quality Assurance Unit.

I.1.2 Maintain compliance with required accreditation standards

I.1.3 Maintain compliance with required Federal Quality Assurance Standards for DNA Forensic and CODIS Database testing

I.1.4 Monitor general lab workload metrics that may affect other Lab objectives, but over which the Lab has little to no control.

#### **PERFORMANCE INDICATORS**

Number of current accreditations to a forensic accreditation program based on compliance with ISO17025 standards for testing labs

Total number of lab requests received for analysis (GPI)

Number of DNA CODIS convicted offender samples received (GPI)

Number of DNA CODIS arrestee samples received (GPI)

Number of NIBIN samples entered (GPI)

## **OBJECTIVE I.2**

I.2 The Crime Laboratory will analyze 95% of total requests received for analysis.

### **STRATEGIES**

I.2.1 Increase operating space.

I.2.2 Increase number of personnel.

I.2.3 Streamline processes to improve efficiency.

I.2.4 Apply emerging technology to improve efficiency.

### **PERFORMANCE INDICATORS**

Percentage of total lab requests analyzed

## **OBJECTIVE I.3**

I.3 The Crime Laboratory will maintain an overall (of all forensic disciplines) analysis average turnaround time of 30 calendar days on requests for analysis received.

### **STRATEGIES**

I.3.1 Provide timely laboratory analysis to law enforcement agencies to assist in investigations of criminal activity.

I.3.2 The Crime Lab will incorporate methods, policies, protocols, best practices, and efficiency processes to reduce the turnaround time of requests for analysis without sacrificing the quality of the work product.

### **PERFORMANCE INDICATORS**

Overall (of all forensic disciplines) analysis turnaround time (in calendar days)

## **OBJECTIVE I.4**

I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.

### **STRATEGIES**

I.4.1 The Bureau of Criminal Identification and Information will implement electronic disposition reporting.

I.4.2 Continue to participate in the Interstate Identification Index

### **PERFORMANCE INDICATORS**

Percentage of received requests processed  
Number of expungements received  
Number of arrest dispositions received electronically  
Number of arrest dispositions received manually  
Number of criminal fingerprint cards received  
Number of criminal fingerprint cards processed  
Number of expungements processed  
Number of arrest dispositions processed manually

## **OBJECTIVE I.5**

I.5 The Bureau of Criminal Identification and Information will process 75% of the requests for applicant criminal history information within 15 days by June 30, 2022.

### **STRATEGIES**

I.5.1 Evaluate and develop new methods for more efficient processing.

I.5.2 Develop a new Applicant Tracking system.

I.5.3 Identify and implement new technologies.

### **PERFORMANCE INDICATORS**

Percentage of requests processed within 15 days  
Number of civil applicant requests received

Number of civil applicant requests processed  
Number of civil applicant requests processed within 15 days  
Percentage of civil applicant requests processed within 15 days

## **OBJECTIVE I.6**

I.6 Distribute 100% of all received information related to sex offender registration through June 30, 2022.

### **STRATEGIES**

I.6.1 Identify criminal justice and public functional needs for the Sex Offender Registry.

I.6.2 Oversee design, development, and implementation of the SOCPR system.

### **PERFORMANCE INDICATORS**

Percentage of distributed information of convicted child predator and sex offenders  
Number of new child predator and sex offender registrations received  
Number of new child predator and sex offender registrations posted to the Registry

## **GOAL II**

II. Increase proactive patrol efforts and enforcement throughout those properties constituting the Capitol Park and Public Safety Services facilities, as well as provide for the safety of the citizens who frequent those properties.

### **OBJECTIVE II.1**

II.1 Through the DPS Police activity, to secure the Louisiana State Police Headquarters Complex, the Louisiana State Capitol Complex, and the buildings covered by the State Facilities Security Unit by increasing the number of non-vehicle patrol hours; and to supervise the Department of Corrections inmates assigned to the State Police barracks, through June 30, 2022.

## **STRATEGIES**

II.1.1 Increase public awareness through on-site safety seminars.

II.1.2 Proactively regulate criminal and traffic violators through diligent enforcement of state statutes.

## **PERFORMANCE INDICATORS**

Number of non-vehicle patrol hours  
Number of contacts, arrests, citations

## **GOAL III**

III. Organize and facilitate the flow of information among the various sections of LSP to provide executive staff critical information regarding LSP functions.

### **OBJECTIVE III.1**

III.1. Through the Operational Development and Public Affairs sections, under the direction of the Chief of Staff, to provide staff functions for the Superintendent and command staff and to provide public awareness and safety education to effectively promote public safety, annually, through June 30, 2022.

## **STRATEGIES**

III.1.1 Conduct and coordinate existing, proven public safety awareness and education programs that promote public safety.

III.1.2 Continue to promote and expand the child safety seat installation program throughout the state.

III.1.3 Provide strategic planning, grant oversight and management, and research for the command staff annually.

III.1.4 Update departmental policy and procedure quarterly.

III.1.5 Conduct research for the department as directed by the command staff.

III.1.6 Oversee all grants within the department.

III.1.7 Coordinate with Management and Finance on all aspects of strategic planning and budgeting.

III.1.8 Research, develop, and implement an e-citation program.

III.1.9 Research, develop, and implement a computer-aided dispatch program.

III.1.10 Research, develop, and implement a records management system.

## **PERFORMANCE INDICATORS**

Number of safety/education presentations conducted

Number of child safety seats installed

Number of policies updated (GPI)

Number of active grants (GPI)

## **GOAL IV**

IV. Maintain a presence in the statewide interoperable communications governance board that provides representation to regional, parish, local and tribal interests, all first responder disciplines, key NGOs, and all State entities that have a need for wireless communications to conduct daily operations or to respond to any disaster.

### **OBJECTIVE IV.1**

IV.1. Maximize the state's return on investment to provide a unified statewide interoperable communications network between LSP, federal, state, and local governments through June 30, 2022.

### **STRATEGIES**

IV.1.1 Continued development of statewide LWIN Radio System using 700/800 MHz technology for voice communication that can be utilized by emergency services agencies by June 30, 2022.

IV.1.2 Provide critical infrastructure access for voice, data and images during emergencies to first responders by incorporating additional system capacity utilizing tactical transportable equipment.

IV.1.3 Establish a fail-over backhaul system to increase reliability and support communication and to provide optical maintenance needs during state or national emergencies by utilizing satellite, and available state-owned and private fiber to link wireless sites.

IV.1.4 Identify existing and emerging technologies that will enhance communication capabilities statewide.

IV.1.5 Participate in the Statewide Interoperable Communications Plan to coordinate, plan, and implement an interoperable communications environment throughout the state for first responders and other stakeholders.

IV.1.6 Increase voice interoperability between Louisiana State Police and local law enforcement.

IV.1.7 Research, design, and deploy comprehensive interoperability technology.

IV.1.8 Create a robust and redundant system infrastructure available for use by authorized Federal, State, and Tribal agencies, as well as local entities that have eligibility in the Public Safety Radio Pool as described in Federal Communications Commission Rules and Regulations (47 CFR-Part 90), to provide wireless transmission of voice, data, and critical imagery and connection to the public switched telephone network and mobile telephones networks.

## **PERFORMANCE INDICATORS**

Number of radios on the P25 LWIN system

Percentage of time the statewide radio communications network is available

Percentage of radio communications infrastructure preventative maintenance plan completed

Percentage of statewide coverage area on the LWIN Network

## **GOAL V**

V. The Training Academy will conduct annual in-service training to ensure that each officer demonstrates the physical and professional competency necessary to perform his/her duties, assigned tasks and responsibilities.

## **OBJECTIVE V.1**

V.1. All commissioned personnel will attend a 40-hour annual in-service training session to receive instruction in contemporary and relevant law enforcement topics and demonstrate proficiency in the use of firearms, driving, use of force, legal issues, and defensive tactics, annually.

### **STRATEGIES**

V.1.1. Training Academy staff will identify courses that will enhance the professional growth of law enforcement officers and enable them to perform their duties in an effective and efficient manner.

V.1.2. Designated staff will stay informed of the various courses of law enforcement training that may be available to personnel.

V.1.3. Results of feedback from various conferences, seminars and after-action reports will be evaluated to determine the training needs of department personnel.

### **PERFORMANCE INDICATORS**

Number of in-service courses delivered

Number of commissioned officers attending in-service courses

Percentage of commissioned officers attending in-service courses

## **GOAL VI**

VI. Provide basic law enforcement & relational leadership training that identifies individual skills proficiency, enforces survival and tactical competency, and enhances the cognitive capabilities of each officer to effectively perform his/her duties, assigned tasks and responsibilities.

### **OBJECTIVE VI.1**

VI.1. Through the Training activity, to conduct at least one State Police cadet class annually through June 30, 2022.

## **STRATEGIES**

VI.1.1. Designated staff personnel shall test, screen and identify potential applicants considered eligible to enter the Louisiana State Police training academy as Cadets.

## **PERFORMANCE INDICATORS**

Number of State Police cadet classes conducted each fiscal year

Number of cadets entering training each fiscal year

Number of cadets successfully completing training each fiscal year

Percentage of cadets successfully completing training each fiscal year

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.1 The Crime Laboratory will maintain lab-wide accreditation with at least one accrediting body to a forensic accreditation program based on compliance with ISO17025 standards for testing laboratories to ensure continued quality lab operations.*

**Indicator Name:** *Number of current accreditations to a forensic accreditation program based on compliance with ISO17025 standards for testing labs*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Maintaining current accreditation is necessary to assure quality lab work.
3. **Use:** To determine accreditation status.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** The Lab's accrediting body

**Collection:** Accreditation is typically granted for a four year period, provided continued compliance is determined by the accrediting body.

**Reporting:** Annually.

6. **Calculation Methodology:** Calculation: No calculation is required. Methodology: Manual count of the number of lab accreditation certificates.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.1 The Crime Laboratory will maintain lab-wide accreditation with at least one accrediting body to a forensic accreditation program based on compliance with ISO17025 standards for testing laboratories to ensure continued quality lab operations.*

**Indicator Name:** *Total number of lab requests received for analysis (GPI)*

**Indicator LaPAS PI Code:** 6626

1. **Type and Level:** Input; General
2. **Rationale, Relevance, Reliability:** Monitoring the total number of lab requests received for analysis may indicate changes in volume of workload that may require additional lab resources.
3. **Use:** Measures the workload of lab analysis.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Count from internal database (JusticeTrax)
  - Collection:** Upon entry into internal database (JusticeTrax)
  - Reporting:** Quarterly
6. **Calculation Methodology:** Calculation: Report in JusticeTrax; Methodology: Tabulation of the number of lab requests for analysis received within a specific interval during reporting period.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.1 The Crime Laboratory will maintain lab-wide accreditation with at least one accrediting body to a forensic accreditation program based on compliance with ISO17025 standards for testing laboratories to ensure continued quality lab operations.*

**Indicator Name:** *Number of DNA CODIS convicted offender samples received (GPI)*

**Indicator LaPAS PI Code:** 15551

1. **Type and Level:** Input; General
2. **Rationale, Relevance, Reliability:** Monitoring the total number of DNA CODIS convicted offender samples received for analysis may indicate changes in volume of workload that may require additional lab resources.
3. **Use:** Measures the workload of lab analysis.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** DOC and Probation and Parole personnel who collect samples

**Collections:** Every time a DOC inmate enters a DOC facility who qualifies for a DNA sample collection and every time a DOC facility has a backlog of inmates that need to be collected. Collections also occur by Probation and Parole every time a probationer presents himself at his local Probation and Parole Office.

**Reporting:** Quarterly

6. **Calculation Methodology:** Calculation: Report in JusticeTrax; Methodology: Tabulation of the number of DNA CODIS convicted offender samples for analysis received within a specific interval during reporting period.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.1 The Crime Laboratory will maintain lab-wide accreditation with at least one accrediting body to a forensic accreditation program based on compliance with ISO17025 standards for testing laboratories to ensure continued quality lab operations.*

**Indicator Name:** *Number of DNA CODIS arrestee samples received (GPI)*

**Indicator LaPAS PI Code:** 15552

1. **Type and Level:** Input; General
2. **Rationale, Relevance, Reliability:** Monitoring the total number of DNA CODIS arrestee samples received for analysis may indicate changes in volume of workload that may require additional lab resources.
3. **Use:** Measures the workload of lab analysis.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Local law enforcement agencies that collect DNA samples

**Collection:** Daily

**Reporting:** Quarterly

6. **Calculation Methodology:** Calculation: Report in JusticeTrax; Methodology: Tabulation of the number of DNA CODIS arrestee samples for analysis received within a specific interval during reporting period.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.1 The Crime Laboratory will maintain lab-wide accreditation with at least one accrediting body to a forensic accreditation program based on compliance with ISO17025 standards for testing laboratories to ensure continued quality lab operations.*

**Indicator Name:** *Number of NIBIN samples entered (GPI)*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Input; General
2. **Rationale, Relevance, Reliability:** Monitoring the total number of NIBIN samples entered may indicate changes in volume of workload that may require additional lab resources.
3. **Use:** Measures the workload of lab analysis.
4. **Clarity:** The indicator name clearly identifies what is being measured. NIBIN refers to the ballistic database used to assist law enforcement in investigating crimes involving the use of a firearm.
5. **Data Source, Collection and Reporting:**
  - Source:** Samples collected from crime scenes involving the use of a firearm
  - Collection:** Daily
  - Reporting:** Quarterly
6. **Calculation Methodology:** Calculation: Report from the NIBIN software;  
Methodology: Tabulation of the number of NIBIN samples entered into the database within a specific interval during reporting period.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.2 The Crime Laboratory will analyze 95% of total requests received for analysis.*

**Indicator Name:** *Percentage of total lab requests analyzed*

**Indicator LaPAS PI Code:** 6625

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Monitoring percentage of lab requests analyzed is a measure of the lab's efficiency based on current resources.
3. **Use:** Track percentage of total lab requests analyzed to determine if additional lab resources are needed.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Input into internal database (JusticeTrax)
  - Collection:** Upon entry into internal database (JusticeTrax)
  - Reporting:** Quarterly
6. **Calculation Methodology:** Calculation: Requests completed divided by requests received X 100; Methodology: Simple percentage.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.3 The Crime Laboratory will maintain an overall (of all forensic disciplines) analysis average turnaround time of 30 calendar days on requests for analysis received.*

**Indicator Name:** *Overall (of all forensic disciplines) analysis turnaround time (in calendar days)*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Maintaining an overall turnaround time of 30 calendar days provides timely analysis data to law enforcement investigations.
3. **Use:** Measure the timeliness of forensic analysis program
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Turnaround time calculated from internal database (JusticeTrax)
  - Collection:** Upon entry into internal database (JusticeTrax)
  - Reporting:** Quarterly
6. **Calculation Methodology:** Calculation: Report in JusticeTrax; Methodology: Calculation of the average number of calendar days from receipt to administrative review for all requests for analysis received during a specific reporting period.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain William Davis

**Phone:** 225-925-6216

**Email:** [William.R.Davis@la.gov](mailto:William.R.Davis@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Percentage of received requests processed*

**Indicator LaPAS PI Code:** 20810

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Provides a percentage of the work processed to the work received.
3. **Use:** Identifies the need for additional resources or changes in workflow.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Work reports
  - Collection:** Daily
  - Reporting:** Monthly
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Divide total number of requests processed by total number of requests received.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Captain Stacey Barrett
  - Phone:** 225-925-4935
  - Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of expungements received*

**Indicator LaPAS PI Code:** 10991

1. **Type and Level:** Input; Supporting
2. **Rationale, Relevance, Reliability:** It identifies the amount of requests so the agency can determine the need associated with performing the service.
3. **Use:** Provide need for personnel and justify the need for electronic submission
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Mail
  - Collection:** Daily
  - Reporting:** Monthly
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Manually tally of expungements received.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of arrest dispositions received electronically*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Input; Supporting
2. **Rationale, Relevance, Reliability:** Provide number of dispositions reported electronically
3. **Use:** To identify personnel needs and to justify the need for the capability of electronic submission
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Electronic
  - Collection:** Daily
  - Reporting:** Information Technology
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Electronic report from Data Processing
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of arrest dispositions received manually*

**Indicator LaPAS PI Code:** 14207

1. **Type and Level:** Input; Supporting
2. **Rationale, Relevance, Reliability:** Provide number of dispositions received manually
3. **Use:** To identify personnel needs and to justify the need for capability of electronic submission
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Mail
  - Collection:** Daily
  - Reporting:** Incoming mail
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Manual tally of dispositions received.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of criminal fingerprint cards received*

**Indicator LaPAS PI Code:** 10988

1. **Type and Level:** Input; Supporting
2. **Rationale, Relevance, Reliability:** Provide number of criminal cards received manually
3. **Use:** Identify need for personnel and equipment
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Mail

**Collection:** Daily

**Reporting:** Monthly

6. **Calculation Methodology:** Calculation: Numeric; Methodology: Manual tally of criminal fingerprint cards received.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of criminal fingerprint cards processed*

**Indicator LaPAS PI Code:** 10990

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Provide the number of criminal fingerprint cards processed manually
3. **Use:** Identify the need for personnel and equipment
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Work reports

**Collection:** Daily

**Reporting:** Monthly

6. **Calculation Methodology:** Calculation: Numeric; Methodology: Manual tally of criminal cards.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of expungements processed*

**Indicator LaPAS PI Code:** 10992

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Provide the number of expungements processed
3. **Use:** Identify the need for personnel and funding
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Work reports
  - Collection:** Daily
  - Reporting:** Monthly
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Manual tally of expungements.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.4 The Bureau of Criminal Identification and Information will ensure that 90% of the requests received to update criminal history information are processed into the Louisiana Computerized Criminal History (LACCH) system and electronically available by June 30, 2022.*

**Indicator Name:** *Number of arrest dispositions processed manually*

**Indicator LaPAS PI Code:** 14208

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Provide the number of dispositions processed manually
3. **Use:** Identify the need for personnel and funding
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Work reports
  - Collection:** Daily
  - Reporting:** Monthly
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Manual tally of arrest dispositions processed.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.5 The Bureau of Criminal Identification and Information will process 75% of the requests for applicant criminal history information within 15 days by June 30, 2022.*

**Indicator Name:** *Percentage of requests processed within 15 days*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Provide the percentage of applicants processed within 15 days
3. **Use:** To identify personnel and equipment needs
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Mail and electronically
  - Collection:** Daily/monthly
  - Reporting:** Monthly
6. **Calculation Methodology:** Calculation: Numeric; Methodology: The number of civil applicant requests processed within 15 days, divided by the total number of civil applicants received.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

### **10. Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.5 The Bureau of Criminal Identification and Information will process 75% of the requests for applicant criminal history information within 15 days by June 30, 2022.*

**Indicator Name:** *Number of civil applicant requests received*

**Indicator LaPAS PI Code:** 14215

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Provide the number of Civil Applicants received
3. **Use:** To identify personnel and equipment needs
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Mail and electronically
  - Collection:** Daily/monthly
  - Reporting:** Monthly
6. **Calculation Methodology:** Calculation: Numeric; Methodology: Sum of cards received manually and electronically.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Captain Stacey Barrett
  - Phone:** 225-925-4935
  - Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.5 The Bureau of Criminal Identification and Information will process 75% of the requests for applicant criminal history information within 15 days by June 30, 2022.*

**Indicator Name:** *Number of civil applicant requests processed*

**Indicator LaPAS PI Code:** 20816

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Provide the number of Civil Applicant Requests processed
3. **Use:** To identify personnel and equipment needs
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Manual

**Collection:** Daily/Monthly

**Reporting:** Monthly

6. **Calculation Methodology:** Calculation: Numeric. Methodology: Sum of applicants processed.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.5 The Bureau of Criminal Identification and Information will process 75% of the requests for applicant criminal history information within 15 days by June 30, 2022.*

**Indicator Name:** *Number of civil applicant requests processed within 15 days*

**Indicator LaPAS PI Code:** 14216

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Shows the amount of work performed within a certain time frame
3. **Use:** Identifies the need for additional resources or changes in workflow or processes to reduce the response time
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Manual

**Collection:** Daily/Monthly

**Reporting:** Monthly

6. **Calculation Methodology:** Calculation: Numeric; Methodology: Sum of applicant requests processed in 15 days or less.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.5 The Bureau of Criminal Identification and Information will process 75% of the requests for applicant criminal history information within 15 days by June 30, 2022.*

**Indicator Name:** *Percentage of civil applicant requests processed within 15 days*

**Indicator LaPAS PI Code:** 21308

1. **Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Shows the amount of work performed within a certain time frame
3. **Use:** Identifies the need for additional resources or changes in workflow or processes to reduce the response time
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Manual

**Collection:** Daily/Monthly

**Reporting:** Monthly

6. **Calculation Methodology:** Calculation: Numeric; Methodology: Sum of applicant requests processed in 15 days or less.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.6 Distribute 100% of all received information related to sex offender registration through June 30, 2022.*

**Indicator Name:** *Percentage of distributed information of convicted child predators and sex offenders*

**Indicator LaPAS PI Code:** 20911

1. **Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Information distributed on convicted child predators and sex offenders
3. **Use:** Raise public awareness
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Internal database

**Collection:** Monthly

**Reporting:** Quarterly

6. **Calculation Methodology:** Divide the number of new child predator and sex offender registrations posted by those registrations received.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *1.6 Distribute 100% of all received information related to sex offender registration through June 30, 2022.*

**Indicator Name:** *Number of new child predator and sex offender registrations received*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Input; Supporting
2. **Rationale, Relevance, Reliability:** To determine child predator and sex offender registrations received
3. **Use:** Measure increase in numbers of offenders
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Measure number of new offenders in calendar year versus previous years.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *I.6 Distribute 100% of all received information related to sex offender registration through June 30, 2022.*

**Indicator Name:** *Number of new child predator and sex offender registrations posted to the registry*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** To determine child predator and sex offender registrations input into the Registry
3. **Use:** Measure registrations posted to the Registry
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Measure number of offenders posted to the Registry.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Stacey Barrett

**Phone:** 225-925-4935

**Email:** [stacey.barrett@la.gov](mailto:stacey.barrett@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *II.1 Through the DPS Police activity, to secure the Louisiana State Police Headquarters Complex, the Louisiana State Capitol Complex, and the buildings covered by the State Facilities Security Unit, by increasing the number of non-vehicle patrol hours; and to supervise the Department of Corrections inmates assigned to the State Police barracks, through June 30, 2022.*

**Indicator Name:** *Number of non-vehicle patrol hours*

**Indicator LaPAS PI Code:** 21938

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** To determine the number of hours patrolled, excluding the hours spent in the car
3. **Use:** Number of hours on post, on foot patrol and on bicycle patrol
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database
  - Collection:** Daily
  - Reporting:** On demand
6. **Calculation Methodology:** Simple count of hours entered in database
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Ray Alexander

**Phone:** 225-219-4410

**Email:** [ray.alexander@la.gov](mailto:ray.alexander@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *II.1 Through the DPS Police activity, to secure the Louisiana State Police Headquarters Complex, the Louisiana State Capitol Complex, and the buildings covered by the State Facilities Security Unit, by increasing the number of non-vehicle patrol hours; and to supervise the Department of Corrections inmates assigned to the State Police barracks, through June 30, 2022.*

**Indicator Name:** *Number of contacts, arrests, citations*

**Indicator LaPAS PI Code:** 10555

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measure number of contacts, arrests, and citations made
3. **Use:** To determine the number of contacts, arrest, and citations made
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Internal database

**Collection:** Daily

**Reporting:** On demand

6. **Calculation Methodology:** Number of contacts, arrests, and citations made in a fiscal year versus previous years
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant Ray Alexander

**Phone:** 225-219-4410

**Email:** [ray.alexander@la.gov](mailto:ray.alexander@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *III.1. Through the Operational Development and Public Affairs sections, under the direction of the Chief of Staff, to provide staff functions for the Superintendent and command staff and to provide public awareness and safety education to effectively promote public safety, annually, through June 30, 2022.*

**Indicator Name:** *Number of safety / education presentations conducted*

**Indicator LaPAS PI Code:** 23537

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Measure the number of safety/education presentations conducted
3. **Use:** To determine the number of safety/education presentations conducted
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Numeric tally
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant J.B. Slaton

**Phone:** 225-925-6202

**Email:** [jb.slaton@la.gov](mailto:jb.slaton@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *III.1. Through the Operational Development and Public Affairs sections, under the direction of the Chief of Staff, to provide staff functions for the Superintendent and command staff and to provide public awareness and safety education to effectively promote public safety, annually, through June 30, 2022.*

**Indicator Name:** *Number of child safety seats installed*

**Indicator LaPAS PI Code:** 23538

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Measure the number of child safety seats installed
3. **Use:** To determine the number of child safety seats installed
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Numeric tally
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Lieutenant J.B. Slaton

**Phone:** 225-925-6202

**Email:** [jb.slaton@la.gov](mailto:jb.slaton@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *III.1. Through the Operational Development and Public Affairs sections, under the direction of the Chief of Staff, to provide staff functions for the Superintendent and command staff and to provide public awareness and safety education to effectively promote public safety, annually, through June 30, 2022.*

**Indicator Name:** *Number of policies updated*

**Indicator LaPAS PI Code:** 25839

1. **Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** Measures the number of policies updated
3. **Use:** Will be used for internal record keeping.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Records kept by Operational Development
  - Collection:** Quarterly
  - Reporting:** On demand
6. **Calculation Methodology:** Numeric tally
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Gregory Graphia

**Phone:** 225-925-4239

**Email:** [gregory.graphia@la.gov](mailto:gregory.graphia@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *III.1. Through the Operational Development and Public Affairs sections, under the direction of the Chief of Staff, to provide staff functions for the Superintendent and command staff and to provide public awareness and safety education to effectively promote public safety, annually, through June 30, 2022.*

**Indicator Name:** *Number of active grants*

**Indicator LaPAS PI Code:** 25840

1. **Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** Measures the number of active grants.
3. **Use:** Will be used for internal record keeping to allow the command staff to know the number of active grants within the department.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Records kept by Operational Development
  - Collection:** Continuous
  - Reporting:** As needed
6. **Calculation Methodology:** Calculation: Numeric tally; Methodology: N/A
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Gregory Graphia

**Phone:** 225-925-4239

**Email:** [gregory.graphia@la.gov](mailto:gregory.graphia@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *IV.1. Maximize the state's return on investment to provide a unified statewide interoperable communications network between LSP, federal, state, and local governments through June 30, 2022.*

**Indicator Name:** *Number of radios on the P25 LWIN system*

**Indicator LaPAS PI Code:** 25841

**1. Type and Level:** Output; Key

**2. Rationale, Relevance, Reliability:** To ensure that DPS continues to move toward a newer technology that insures statewide interoperability

**3. Use:** This indicator will be used for both internal management purposes and performance based budgeting purposes.

**4. Clarity:** The indicator name clearly identifies what is being measured.

**5. Data Source, Collection and Reporting:**

**Source:** Internal log

**Collection:** Semi-annually

**Reporting:** Semi-annually

**6. Calculation Methodology:** Standard calculation – simple addition

**7. Scope:** Aggregate

**8. Caveats:** N/A

**9. Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

**10. Responsible Person:**

**Name/Title:** Captain Mark Richards

**Phone:** 225-922-0680

**Email:** [Mark.Richards@la.gov](mailto:Mark.Richards@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *IV.1. Maximize the state's return on investment to provide a unified statewide interoperable communications network between LSP, federal, state, and local governments through June 30, 2022.*

**Indicator Name:** *Percentage of time the statewide radio communications network is available*

**Indicator LaPAS PI Code:** 25842

**1. Type and Level:** Outcome; Key

**2. Rationale, Relevance, Reliability:** To ensure the network is available to all users, allowing first responders communications in times of emergencies and for daily use.

**3. Use:** The indicator will be used for both internal management purposes and performance based budgeting purposes.

**4. Clarity:** The indicator name clearly identifies what is being measured.

**5. Data Source, Collection and Reporting:**

**Source:** Internal log

**Collection:** Semi-annually

**Reporting:** Semi-annually

**6. Calculation Methodology:** Standard calculation – simple division and multiplication percentage

**7. Scope:** Aggregate

**8. Caveats:** N/A

**9. Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

**10. Responsible Person:**

**Name/Title:** Captain Mark Richards

**Phone:** 225-922-0680

**Email:** [Mark.Richards@la.gov](mailto:Mark.Richards@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *IV.1. Maximize the state's return on investment to provide a unified statewide interoperable communications network between LSP, federal, state, and local governments through June 30, 2022.*

**Indicator Name:** *Percentage of radio communications infrastructure preventative maintenance plan completed*

**Indicator LaPAS PI Code:** 25843

**1. Type and Level:** Outcome; Key

**2. Rationale, Relevance, Reliability:** To ensure the network is available to all users, allowing first responders communications in times of emergencies and for daily use.

**3. Use:** This indicator will be used for both internal management purposes and performance based budgeting purposes.

**4. Clarity:** The indicator name clearly identifies what is being measured.

**5. Data Source, Collection and Reporting:**

**Source:** Internal log

**Collection:** Semi-annually

**Reporting:** Semi-annually

**6. Calculation Methodology:** Standard calculation – simple division and multiplication percentage

**7. Scope:** Aggregate

**8. Caveats:** N/A

**9. Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

**10. Responsible Person:**

**Name/Title:** Captain Mark Richards

**Phone:** 225-922-0680

**Email:** [Mark.Richards@la.gov](mailto:Mark.Richards@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *IV.1. Maximize the state's return on investment to provide a unified statewide interoperable communications network between LSP, federal, state, and local governments through June 30, 2022.*

**Indicator Name:** *Percentage of statewide coverage area on the LWIN Network*

**Indicator LaPAS PI Code:** 25844

**1. Type and Level:** Outcome; Key

**2. Rationale, Relevance, Reliability:** To ensure the network is available to all users no matter what location the users are at, allowing first responders communications statewide in times of emergencies and for daily use.

**3. Use:** This indicator will be used for both internal management purposes and performance based budgeting purposes.

**4. Clarity:** The indicator name clearly identifies what is being measured.

**5. Data Source, Collection and Reporting:**

**Source:** Internal log

**Collection:** Semi-annually

**Reporting:** Semi-annually

**6. Calculation Methodology:** Standard calculation – simple division and multiplication percentage

**7. Scope:** Aggregate

**8. Caveats:** N/A

**9. Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.

**10. Responsible Person:**

**Name/Title:** Captain Mark Richards

**Phone:** 225-922-0680

**Email:** [Mark.Richards@la.gov](mailto:Mark.Richards@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *V.1. All commissioned personnel will attend a 40-hour annual in-service training session to receive instruction in contemporary and relevant law enforcement topics and demonstrate proficiency in the use of firearms, driving, use of force, legal issues, and defensive tactics, annually.*

**Indicator Name:** *Number of in-service courses delivered*

**Indicator LaPAS PI Code:** 5904

1. **Type and level:** Input; Key
2. **Rationale, Relevance, Reliability:** Measures the number of in-service courses delivered
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Simple count of the number of in-service courses delivered
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Derrell Williams

**Phone:** 225-925-7771

**Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *V.1. All commissioned personnel will attend a 40-hour annual in-service training session to receive instruction in contemporary and relevant law enforcement topics and demonstrate proficiency in the use of firearms, driving, use of force, legal issues, and defensive tactics, annually.*

**Indicator Name:** *Number of commissioned officers attending in-service courses*

**Indicator LaPAS PI Code:** 24182

1. **Type and level:** Input; Key
2. **Rationale, Relevance, Reliability:** Measures the number of commissioned officers attending in-service courses
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Simple count of the number of commissioned officers attending in-service courses
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Derrell Williams

**Phone:** 225-925-7771

**Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *V.1. All commissioned personnel will attend a 40-hour annual in-service training session to receive instruction in contemporary and relevant law enforcement topics and demonstrate proficiency in the use of firearms, driving, use of force, legal issues, and defensive tactics, annually.*

**Indicator Name:** *Percentage of commissioned officers attending in-service courses*

**Indicator LaPAS PI Code:** 22424

1. **Type and level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Provides a measure of the number of commissioned officers attending in-service courses
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Monthly
  - Reporting:** Quarterly
6. **Calculation Methodology:** Simple division of the number of commissioned officers attending in-service courses by the number of commissioned officers
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Derrell Williams

**Phone:** 225-925-7771

**Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** VI.1. *Through the Training activity, to conduct at least one State Police cadet class annually through June 30, 2022*

**Indicator Name:** *Number of State Police cadet classes conducted each fiscal year*

**Indicator LaPAS PI Code:** 20794

1. **Type and level:** Output; Key
2. **Rationale, Relevance, Reliability:** Measures the number of State Police cadet classes conducted each fiscal year
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Annually
  - Reporting:** Quarterly
6. **Calculation Methodology:** Simple count of the number of State Police cadet classes conducted each fiscal year
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Derrell Williams

**Phone:** 225-925-7771

**Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *VI.1. Through the Training activity, to conduct at least one State Police cadet class annually through June 30, 2022*

**Indicator Name:** *Number of cadets entering training each fiscal year*

**Indicator LaPAS PI Code:** 20795

1. **Type and level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of cadets entering training each fiscal year
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Annually
  - Reporting:** Semi-annual
6. **Calculation Methodology:** Simple count of the number of cadets entering training each fiscal year
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Derrell Williams

**Phone:** 225-925-7771

**Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *VI.1. Through the Training activity, to conduct at least one State Police cadet class annually through June 30, 2022*

**Indicator Name:** *Number of cadets successfully completing training each fiscal year*

**Indicator LaPAS PI Code:** 24183

1. **Type and level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of cadets successfully completing training each fiscal year
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Annually
  - Reporting:** Semi-annually
6. **Calculation Methodology:** The number of cadets successfully completing training each fiscal year
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**
  - Name/Title:** Captain Derrell Williams
  - Phone:** 225-925-7771
  - Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Operational Support*

**Objective:** *VI.1. Through the Training activity, to conduct at least one State Police cadet class annually through June 30, 2022*

**Indicator Name:** *Percentage of cadets successfully completing training each fiscal year*

**Indicator LaPAS PI Code:** 22425

1. **Type and level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Provides a measure of the number of cadets successfully completing training each fiscal year
3. **Use:** For internal division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Internal log/database
  - Collection:** Annually
  - Reporting:** Quarterly
6. **Calculation Methodology:** Simple division of the number of cadets successfully completing training each fiscal year by the number of cadets who entered training each fiscal year
7. **Scope:** Aggregate
8. **Caveats/Limitations:** None
9. **Accuracy, Maintenance, Support:** There are no issues with accuracy, maintenance, or support.
10. **Responsible Person:**

**Name/Title:** Captain Derrell Williams

**Phone:** 225-925-7771

**Email:** [Derrell.Williams@la.gov](mailto:Derrell.Williams@la.gov)

## **Program D: Gaming Enforcement Program**

### **MISSION**

The Gaming Enforcement Program is committed to the proactive regulation and control of statutorily authorized gaming entities in conjunction with the Louisiana Gaming Control Board. The regulation of gaming and the enforcement of criminal laws promote the public's health, safety, and welfare by safeguarding the people of this state against corrupt and dishonest practices. The Program also provides professional services in an effective, innovative, and fair manner that instills public confidence, while fulfilling duties that ensure accurate revenue collection and reporting from licensees, protect the state's assets, and ensure the integrity of all gaming devices and systems by enforcing compliance with all state laws, regulations, and licensee's internal controls.

### **GOAL I**

I. Ensure the protection of the people of this state against corrupt and dishonest practices in the gaming industry.

#### **OBJECTIVE I.1**

I.1 To ensure compliance with statutes and rules, conduct at least one regulatory inspection of each licensed Video Draw Poker establishment each fiscal year through June 30, 2022.

#### **STRATEGIES**

I.1.1 Conduct Video Draw Poker regulatory inspections.

I.1.2 Conduct underage compliance details.

#### **PERFORMANCE INDICATOR**

Number of Video Draw Poker compliance inspections conducted  
Percentage of Video Draw Poker compliance inspections that resulted in a violation being issued

## **OBJECTIVE I.2**

I.2 To annually perform 100% of the inspections in the Casino Compliance Inspection Plan through June 30, 2022, ensuring that each casino complies with statutes, rules, and internal controls.

### **STRATEGIES**

I.2.1 Annually review the Casino Compliance Inspection Plan and make updates as necessary to ensure all aspects of the operations are in compliance.

I.2.2 Review all Gaming Revenue Summaries, reconcile the summaries to the source documents submitted by casinos, and verify receipt of gaming fees and taxes with Management & Finance and Louisiana Treasury.

### **PERFORMANCE INDICATORS**

Number of casino gaming inspections completed

Percentage of inspections completed in accordance with the Casino Compliance Inspection Plan

Percentage of Casino Gaming inspections that resulted in a violation being issued

## **OBJECTIVE I.3**

I.3 To continue processing new Video Draw Poker Type 1 and Type 2 approval applications within the targeted 45 day time frame. To continue processing new Video Draw Poker Type 3 through type 8 applications within the 180 day targeted time frame.

### **STRATEGIES**

I.3.1 Transition all gaming applications from paper submission to an interactive on-line format.

I.3.2 Annually review application processing procedures and make updates as necessary to ensure all aspects of the application processing are efficient.

## **PERFORMANCE INDICATORS**

Average number of days to complete the processing of a new Video Draw Poker Type 1 and Type 2 approval application

Average number of days to complete the processing of a new Video Draw Poker Type 3 through Type 8 approval application

### **OBJECTIVE I.4**

I.4 To reduce gaming-related crime by increasing criminal enforcement activities by 5% each fiscal year through June 30, 2022.

#### **STRATEGIES**

I.4.1 Troopers respond to gaming-related criminal activity identified at licensed gaming locations within the state.

I.4.2 Identify and investigate illegal gambling activity by analyzing current trends and intelligence throughout the state and gaming industry.

I.4.3 Provide training to Division personnel to enhance casino-related crime detection.

## **PERFORMANCE INDICATORS**

Number of individuals arrested by the Gaming Enforcement Division

Percentage of individuals arrested as a result of illegal gambling-related activity

## **GOAL II**

II. Ensure integrity of gaming devices and systems.

### **OBJECTIVE II.1**

II.1 To certify each casino slot system monthly to ensure that the slot system is running approved software and accurately reporting meters, through June 30, 2022.

#### **STRATEGIES**

II.1.1 Verify changes made to slot systems are approved prior to

implementation.

II.1.2 Monitor the status of software as recommended by a designated testing laboratory.

II.1.3 Identify and replace problem software.

II.1.4 Perform inspections of electronic gaming devices to ensure revoked software is removed from gaming devices.

## **PERFORMANCE INDICATORS**

Number of electronic gaming devices randomly inspected

Percentage of electronic gaming devices inspected

Number of slot system certifications completed

## **OBJECTIVE II.2**

II.2 To ensure that 100% of all electronic gaming devices at all licensed video draw poker establishments are running approved software and are accurately reporting meters, through June 30, 2022. To ensure that all video draw poker device owner warehouses are inspected during each year.

## **STRATEGIES**

II.2.1 Conduct state-wide warehouse inspections, determining machine and parts compliance with applicable laws, rules and storage requirements.

II.2.2 Review and process new enrollment and location coordinated move submissions.

II.2.3 Verify that the game software signature matches the approved system software.

II.2.4 Monitor the status of software as recommended by a designated testing laboratory.

II.2.5 Review variance reports and reconcile with hard meters.

II.2.6 Identify and replace problem software.

II.2.7 Ensure that revoked software is removed from the operation.

## PERFORMANCE INDICATORS

Number of enabled video draw poker devices

Number of Video Draw Poker Device owner warehouse inspections

Number of new location enrollments processed

Number of location coordinated moves processed

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** *Gaming Enforcement*

**Objective:** *I.1 To ensure compliance with statutes and rules, conduct at least one regulatory inspection of each Video Draw Poker establishment each fiscal year through June 30, 2022.*

**Indicator Name:** *Number of Video Draw Poker compliance inspections conducted*

**Indicator LaPAS PI Code:** 11023

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Measures the number of Video Gaming compliance inspections conducted and completed at all gaming establishments.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Inspections are documented through an internal LIGHTS database.

**Collection:** Inspections are documented on a daily basis or on completion of an inspection.

**Reporting:** Inspections are reported on a quarterly basis.

6. **Calculation Methodology:** All gaming field offices are required to input all compliance inspections into a LIGHTS database. The compliance inspections are totaled electronically by administrative personnel.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the LIGHTS (Louisiana Integrated Gaming History Tracking System) Database.

### 10. Responsible Person:

**Name/Title:** Captain Terry Chustz

**Phone:** 225-922-2539

**Email:** [terry.chustz@la.gov](mailto:terry.chustz@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *I.1 To ensure compliance with statutes and rules, conduct at least one regulatory inspection of each Video Draw Poker establishment each fiscal year through June 30, 2022.*

**Indicator Name:** *Percentage of Video Draw Poker compliance inspections that resulted in a violation being issued*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Compares the total number of Video Gaming compliance inspections completed to the number of violations discovered.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Inspections are documented through an internal LIGHTS database.

**Collection:** Inspections are documented on a daily basis or on completion of an inspection.

**Reporting:** Inspections are reported on a quarterly basis.

6. **Calculation Methodology:** All gaming field offices are required to input all compliance inspections into a LIGHTS database. The compliance inspections and violations are totaled electronically by administrative personnel.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the LIGHTS (Louisiana Integrated Gaming History Tracking System) Database.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

**Phone:** 225-922-2539

**Email:** [terry.chustz@la.gov](mailto:terry.chustz@la.gov)

## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *1.2 To annually perform 100% of the inspections in the Casino Compliance Inspection Plan through June 30, 2022, ensuring that each casino complies with statutes, rules, and internal controls.*

**Indicator Name:** *Number of casino gaming inspections completed*

**Indicator LaPAS PI Code:** 25500

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of casino gaming compliance inspections conducted and completed at all gaming establishments by Division Agents.
3. **Use:** For budget and internal Division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Inspections are documented in the Significant Action Report database.

**Collection:** Inspections are documented on a daily basis or on completion of an inspection.

**Reporting:** Significant Action Report numbers are issued on a daily basis and are documented on a Significant Action Report.

6. **Calculation Methodology:** All gaming field offices are required to input all compliance inspections into a Lotus Notes database, which files each compliance inspection in the appropriate quarter's folder. The compliance inspections are totaled electronically by district office. All district's totals are added to get the total for the Division.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the Significant Action Report Database.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

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## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** *Gaming Enforcement*

**Objective:** *I.2 To annually perform 100% of the inspections in the Casino Compliance Inspection Plan through June 30, 2022, ensuring that each casino complies with statutes, rules, and internal controls.*

**Indicator Name:** *Percentage of inspections completed in accordance with the Casino Compliance Inspection Plan*

**Indicator LaPAS PI Code:** 25501

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Compares the number of casino gaming compliance inspections conducted to the number of inspections required by the Casino Compliance Inspection Plan.
3. **Use:** For budget and internal Division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Inspections are documented in the Significant Action Report database.  
**Collection:** Inspections are documented on a daily basis or on completion of an inspection.  
**Reporting:** Significant Action Report numbers are issued on a daily basis and are documented on a Significant Action Report.
6. **Calculation Methodology:** All gaming field offices are required to input all compliance inspections into a Lotus Notes database, which files each compliance inspection in the appropriate quarter's folder. The compliance inspections are totaled electronically by district office. All district's totals are added to get the total for the Division.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the Significant Action Report Database.
10. **Responsible Person:**

**Name/Title:** Captain Terry Chustz

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## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** *Gaming Enforcement*

**Objective:** *I.2 To annually perform 100% of the inspections in the Casino Compliance Inspection Plan through June 30, 2022, ensuring that each casino complies with statutes, rules, and internal controls.*

**Indicator Name:** *Percentage of Casino Gaming inspections that resulted in a violation being issued*

**Indicator LaPAS PI Code:** 25502

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the percentage of casino inspections resulting in violations.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Inspections are documented through the internal Significant Action Report database.
  - Collection:** Inspections are documented on a daily basis or on completion of an inspection.
  - Reporting:** Inspections are reported on a quarterly basis.
6. **Calculation Methodology:** All Gaming field offices are required to input compliance inspections into the SAR database. The total compliance inspections conducted as well as the number of inspections resulting in violations are retrieved from the database by administrative personnel and manually calculated to report the percentage of inspections resulting in violations.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the SAR (Significant Action Report) Database.
10. **Responsible Person:**

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## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *I.3 To continue processing new Video Draw Poker Type 1 and Type 2 approval applications within the targeted 45 day time frame. To continue processing new Video Draw Poker Type 3 through Type 8 applications within the 180 day targeted time frame.*

**Indicator Name:** *Average number of days to complete the processing of a new Video Draw Poker Type 1 and Type 2 approval application*

**Indicator LaPAS PI Code:** 20918

- 1. Type and Level:** Outcome; Key
- 2. Rationale, Relevance, Reliability:** Measures the number of days to process an approved Video Draw Poker Type 1 and Type 2 application and compares that number to the total of approval applications received.
- 3. Use:** For budget and internal Division management purposes
- 4. Clarity:** The indicator name clearly identifies what is being measured.
- 5. Data Source, Collection and Reporting:**

**Source:** Assignments are documented in the Case Management database.

**Collection:** Assignments are documented on a daily basis.

**Reporting:** Application assignments are documented and updated on a daily basis.

- 6. Calculation Methodology:** All gaming field offices are required to input all application assignments into a Lotus Notes database. The database documents investigation times for each assignment. The assignments are totaled electronically by district office. All district's totals are added to get the total for the Division.
- 7. Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
- 8. Caveats:** N/A
- 9. Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the Case Management Database.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

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## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *I.3 To continue processing new Video Draw Poker Type 1 and Type 2 approval applications within the targeted 45 day time frame. To continue processing new Video Draw Poker Type 3 through Type 8 applications within the 180 day targeted time frame.*

**Indicator Name:** *Average number of days to complete the processing of a new Video Draw Poker Type 3 through Type 8 approval application*

**Indicator LaPAS PI Code:** 25503

1. **Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of days to process an approved Video Draw Poker Type 3 through Type 8 application and compares that number to the total of approval applications received.
3. **Use:** For budget and internal Division management purposes
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Assignments are documented in the Case Management database.

**Collection:** Assignments are documented on a daily basis.

**Reporting:** Application assignments are documented and updated on a daily basis.

6. **Calculation Methodology:** All gaming field offices are required to input all application assignments into a Lotus Notes database. The database documents investigation times for each assignment. The assignments are totaled electronically by district office. All district's totals are added to get the total for the Division.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All inspections are documented in the Case Management Database.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

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## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *I.4 To reduce gaming-related crime by increasing criminal enforcement activities by 5% each fiscal year through June 30, 2022.*

**Indicator Name:** *Number of individuals arrested by the Gaming Enforcement Division*

**Indicator LaPAS PI Code:** 25845

1. **Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Measures the number of criminal arrests
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Arrests are documented through an internal SAR database.
  - Collection:** Arrests are documented on a daily basis or on completion of an investigation.
  - Reporting:** Arrests are reported on a quarterly basis.
6. **Calculation Methodology:** All Division field offices are required to input all criminal arrests into the SAR database. The arrests are totaled electronically by administrative personnel.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. Arrests are documented through the SAR (Significant Action Report) database.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

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## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** *Gaming Enforcement*

**Objective:** *I.4 To reduce gaming-related crime by increasing criminal enforcement activities by 5% each fiscal year through June 30, 2022.*

**Indicator Name:** *Percentage of individuals arrested as a result of illegal gambling-related activity*

**Indicator LaPAS PI Code:** 25846

1. **Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** Measures the number of illegal gambling arrests and compares them to the total number of arrests made by the Gaming Enforcement Division.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Arrests are documented through an internal SAR database.
  - Collection:** Arrests are documented on a daily basis or on completion of an investigation.
  - Reporting:** Arrests are reported on a quarterly basis.
6. **Calculation Methodology:** All Division field offices are required to input all criminal arrests into the SAR database. The arrests are totaled electronically by administrative personnel.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. Arrests are documented through an internal SAR (Significant Action Report) database.

### 10. Responsible Person:

**Name/Title:** Captain Terry Chustz

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## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** *Gaming Enforcement*

**Objective:** *II.1 To certify each casino slot system monthly to ensure that the slot system is running approved software and accurately reporting meters, through June 30, 2022.*

**Indicator Name:** *Number of electronic gaming devices randomly inspected*

**Indicator LaPAS PI Code:** 25504

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of electronic gaming devices randomly inspected.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** The electronic gaming device inspection reports are maintained on a shared drive spreadsheet.

**Collection:** Inspections are documented on a daily basis or on completion of the inspection.

**Reporting:** Inspections are reported once they occur.

6. **Calculation Methodology:** All Division field offices are required to input all inspections on the shared drive spreadsheet. The electronic gaming device inspection spreadsheet is available on the Gaming Division shared drive for reporting purposes.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All electronic gaming devices inspections are reported quarterly to the Administrative Section by a Tech Supervisor.

### 10. Responsible Person:

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## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** *Gaming Enforcement*

**Objective:** *II.1 To certify each casino slot system monthly to ensure that the slot system is running approved software and accurately reporting meters, through June 30, 2022.*

**Indicator Name:** *Percentage of electronic gaming devices inspected*

**Indicator LaPAS PI Code:** 25505

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the total number of electronic gaming devices and compares them to the number of electronic gaming devices randomly inspected.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** The electronic gaming device inspection reports are maintained on a shared drive spreadsheet. Annually, the Division determines the number of EGDs online to calculate the annual DCCS fee. The Division also uses this number to calculate the percentage of games randomly inspected.

**Collection:** Inspections are documented on a daily basis or on completion of the inspection.

**Reporting:** Inspections are reported once they occur.

6. **Calculation Methodology:** All Division field offices are required to input all inspections on the shared drive spreadsheet. The electronic gaming device inspection spreadsheet is available on the Gaming Division shared drive for reporting purposes.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All electronic gaming devices inspections are reported quarterly to the Administrative Section by a Tech Supervisor.

### 10. Responsible Person:

**Name/Title:** Captain Terry Chustz

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## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *II.1 To certify each casino slot system monthly to ensure that the slot system is running approved software and accurately reporting meters, through June 30, 2022.*

**Indicator Name:** *Number of slot system certifications completed*

**Indicator LaPAS PI Code:** 25506

1. **Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of slot system certifications completed by techs.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Slot system certifications are maintained on a shared drive spreadsheet.

**Collection:** Certifications are documented on a daily basis or on completion of the certification.

**Reporting:** Slot system certifications are reported once they occur.

6. **Calculation Methodology:** All Gaming field offices are required to input all certifications on the shared drive spreadsheet. The slot system certification spreadsheet is available on the Gaming Division shared drive for reporting purposes.
7. **Scope:** Indicators are collected and aggregated statewide. However, internal procedures provide the capability to break down performance indicator by region, office, location, and investigator.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Reports are maintained by the Division's internal reporting procedures. All slot system certifications are reported quarterly to the Administrative Section by a Tech Supervisor.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

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## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *II.2 To ensure that 100% of all electronic gaming devices at all licensed video draw poker establishments are running approved software and are accurately reporting meters, through June 30, 2022. To ensure that all video draw poker device owner warehouses are inspected during each year.*

**Indicator Name:** *Number of enabled video draw poker devices*

**Indicator LaPAS PI Code:** 25507

1. **Type and Level:** Input; Supporting
2. **Rationale, Relevance, Reliability:** Determines the number of enabled Video Draw Poker Gaming devices.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Video Poker Central Computer System (ES Video)

**Collection:** All device-related transactions are maintained and updated daily.

**Reporting:** Ad hoc reports are assembled and adapted for a specific purpose as needed for informational requirements.

6. **Calculation Methodology:** The Gaming Technical Staff is required to input all device-related transactions, which are collectively refined and electronically compiled by administrative personnel.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Information is maintained by the Division's central computer system (ES Video).

### **10. Responsible Person:**

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## **PERFORMANCE INDICATOR DOCUMENTATION**

**Program:** *Gaming Enforcement*

**Objective:** *II.2 To ensure that 100% of all electronic gaming devices at all licensed video draw poker establishments are running approved software and are accurately reporting meters, through June 30, 2022. To ensure that all video draw poker device owner warehouses are inspected during each year.*

**Indicator Name:** *Number of Video Draw Poker Device owner warehouse inspections*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measures the number of video draw poker warehouses for yearly inspection.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Video Draw Poker Warehouse Database.
  - Collection:** All inspection related transactions are maintained and updated immediately upon inspection completion.
  - Reporting:** Reports are assembled and adapted for the specific purpose as needed for informational requirements.
6. **Calculation Methodology:** The Technical Section is required to input all warehouse inspections in the Device Owner warehouse database. The percentage of completed and pending warehouse inspections is available in the Lights database for reporting purposes.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Information is maintained by the Division's central computer system (ES Video) and the Video Draw Poker Warehouse Database.
10. **Responsible Person:**

**Name/Title:** Captain Terry Chustz

**Phone:** 225-922-2539

**Email:** [terry.chustz@la.gov](mailto:terry.chustz@la.gov)

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**Indicator Name:** *Number of new location enrollments processed*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of new locations enrollments processed.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**

**Source:** Video Poker shared drive spreadsheet (Central Ops).

**Collection:** All enrollment transactions are maintained and updated immediately upon completion.

**Reporting:** Reports are assembled and adapted for the specific purpose as needed for information requirements.

6. **Calculation Methodology:** The Technical Section is required to track by individual performance all new location enrollments that are processed.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Information is maintained in the Central Ops application on a shared drive spreadsheet.

### **10. Responsible Person:**

**Name/Title:** Captain Terry Chustz

**Phone:** 225-922-2539

**Email:** [terry.chustz@la.gov](mailto:terry.chustz@la.gov)

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**Indicator Name:** *Number of location coordinated moves processed*

**Indicator LaPAS PI Code:** *New*

1. **Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Measures the number of location coordinated moves processed.
3. **Use:** For budget and internal Division management purposes.
4. **Clarity:** The indicator name clearly identifies what is being measured.
5. **Data Source, Collection and Reporting:**
  - Source:** Video Poker shared drive spreadsheet (Central Ops).
  - Collection:** All coordinated move related transactions are maintained and updated immediately upon completion.
  - Reporting:** Reports are assembled and adapted for the specific purpose as needed for information requirements.
6. **Calculation Methodology:** The Technical Section is required to track by individual performance all location coordinated move enrollments that are processed.
7. **Scope:** Aggregate
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Information is maintained in the Central Ops application on a shared drive.
10. **Responsible Person:**

**Name/Title:** Captain Terry Chustz

**Phone:** 225-922-2539

**Email:** [terry.chustz@la.gov](mailto:terry.chustz@la.gov)

## APPENDIX

### **Principal Clients:**

The primary client of Louisiana State Police (LSP) is the general public. LSP also provides services to local and parish law enforcement agencies, as well as business and industry. Clients in the private sector include, but are not limited to, the gaming industry, the trucking industry, the chemical industry, and the petroleum industry. These clients and citizens benefit either directly or indirectly from the services and expertise provided to improve the safety of the roads and highways of the State and the general safety and quality of life of the general public.

### **External Factors Affecting Agency Goals and Objectives:**

There are a number of potential external factors which affect LSP and over which LSP has little or no control. While LSP can continue to analyze the crash and crime rates with their associated causes to determine its ability to create a safer atmosphere for its public, business and industry, the agency cannot always adequately plan for unforeseen natural or manmade disasters, Legislative actions, or mandates and Court rulings.

Also beyond LSP control are legislative and congressional actions reallocating or reducing funding and the actions of other law enforcement agencies with which LSP must interact in order to fulfill its mandate.

External factors affecting the law enforcement and general safety environment of the State fall into several categories:

#### **Demographics of Population Growth:**

The U.S. population is predicted to grow by 21 percent by the year 2020. The increase in population has increased the number of registered vehicles on the highways of the state by an estimated 3.5% in the past ten years. It is estimated there will be 280 million registered vehicles in the United States by 2020 operating on its transportation infrastructure. These factors could impact safety on Louisiana's roadways.

#### **Recruitment, Training and Retention:**

As the number of LSP employees reaching retirement age is rising, succession planning has become increasingly important. Attracting, retaining, and training quality trooper candidates and civilians continue to be a challenge for LSP. Salaries and benefits of both commissioned and civilian employees must be competitive with private industry, other governmental agencies, and other law enforcement entities.

The agency's workforce in both law enforcement and civilian personnel will continue to necessitate employees with high-tech skills. LSP will have to continually provide current and best-practice training for employees to develop the knowledge, skills, and abilities necessary to combat the increasing levels of "high-tech" crime. To maintain a highly skilled workforce, career development opportunities that benefit both the individual employee and the agency must be developed, maintained, and, in some cases, mandated for certain groups of employees. LSP has implemented a Leadership Development Program for all commissioned personnel. LSP plans to expand this program in the future to include civilian personnel.

### **Services to the Public:**

While ensuring public safety remains the core function of the agency, providing a high level of service to the department's customers also presents challenges and opportunities. Enabling the public to more readily access information on the department's website has directly reduced the number of individuals whom the agency must service individually or face-to-face. The net effect of this initiative has allowed agency personnel to address their ever-growing volume of law enforcement related duties. Continuing expansion of the on-line availability of documents (i.e., crash photos) may require additional financial investment, but the expected return on investment should be significant in terms of manpower reallocation.

### **Government:**

Because of changing roles and mandates regarding homeland security and terrorism, the role of federal, state, and local law enforcement has expanded. Congressional and legislative mandates could continue to realign roles of interacting law enforcement agencies. The heightened requirements for homeland security have affected the department's roles and responsibilities, thereby creating a drain on other agency initiatives.

### **Cities and Towns:**

Inherent in informed decision-making is obtaining timely and accurate information. Arrest information is provided by local Louisiana law enforcement agencies. The State is entirely dependent upon local governments to provide accurate arrest data in a timely manner.

## Statutory Requirements:

LSP is part of the Department of Public Safety and Corrections that falls under the Executive Branch of Government. LSP's authority is derived from the following statutes:

- Act 94 of 1936 – Creating a Department of State Police “State Police Act”;
- Act 94 of 1966 – R.S. 40: 1424, 1426.1, 1427, 1427.1, To provide that employees of the Division of State Police who are members of the State Police Retirement System shall be classified employees under the State Civil Service System;
- Act 110 of 1942 – Amendment to the Constitution of 1921, To establish the “Department of Public Safety”;
- Act 216 of 1960 – R.S. 32:373, 379, and 1308, Courts trying traffic violations to send records to Director of Public Safety;
- Act 159 of 1971 –R.S. 40:1312.1 through R.S. 40:1312.27, Department of Public Safety; to establish the Organized Crime Intelligence Division;
- Act 83 of 1977 – R.S. 36:1 through R.S. 36:960, “Executive Reorganization Act”;
- Act 83 of 1979 – R.S. 32:1501 through R.S. 32:1517, Transportation of Hazardous Materials;
- Act 722 of 1979 – R.S. 36:409(F) (4), and all of Title 36 of the Louisiana Revised Statutes of 1950, creation and organization of the Bureau of Criminal Information in the Department of Public Safety;
- Act 113 of 1985 – R.S. 32:1501(3), 1502 (1), 1505 (A) (1), 1508 (A), 1509 (A), and 1516 (A), R.S.32:1501(4), 1502 (10), and 1513 (C), relative to the transportation of hazardous materials;
- Act 435 of 1985 – R.S. 40:1299.100(A) (2), R.S. 30:1150.61 through 1150.79, R.S. 36:409(K) and 40:1846(F), and 1849(D), “Hazardous Material Information Development, Preparedness, and Response Act”; R.S. 15:1587, 1985
- Act 331 of 1987 – R.S. 40:1379.7, “Special Costs Assessed for Blood and Chemical Testing by Office of State Police – Public Safety DWI Testing, Maintenance and Training Fund”;
- Act 443 of 1987 – R.S. 47:7001 through 7006, R.S. 15:31 (A), “Regulation of Gaming Equipment”;
- Act 198 of 1988 - R.S. 32:1306 (C), “Motor Vehicle Inspection Fees – Increase; Disposition of Proceeds”;
- Act 681 of 1988 – R.S. 40:1399, “Protective Services and Transportation— Governor and Other Authorized Persons”;

- Act 522 of 1989 – R.S. 32:1800 through R.S.32:1820, Motor Vehicle Towing and Storage – Licensing and Regulation; Penalties; Fees; Louisiana Towing and Storage Fund;
- Act 753 of 1991 –R.S. 4:501 through R.S. 14:90(D), and R.S. 36:409(C) (6), “Riverboat Gambling”;
- Act 1062 of 1991 – R.S. 26:91(9) and 287 (11), and R.S. 33:4862.1 through 4862.19, “Video Draw Poker Device Law:
- Act 388 of 1992 – R.S.15.542, Registration of Sex Offenders;
- Act 4 of 1996 – R.S. 40:13791(I), 1379.3, 1381, and 1382, “Concealed Handguns- Statewide Permits; Negligent Carrying of Concealed Handgun”;
- Act 1186 of 1997 – R.S. 32:1(93), 2 (C) 3, 388(E) and (F) (1), and 389(A) and R.S. 47:718 (B) (1) and (C) (1), 809(a), and 812(C) and to enact R.S. 32:1(99), and 2(D), and R.S. 36:408(B)(3) and 409(C)(8) and R.S. 40:1379.8, “Weights and Standards Mobile Police – Transfer to Office of State Police; Creation of Stationary Scales Inspection Police Force; Fund for Penalty Fines.”
- Acts 2004, No. 711, RS 22:3204 Automobile Theft and Insurance Fraud Prevention Authority Fund.
- R.S.40:975(G) (1) and R.S.44:4.1(B) (24) and to enact Part X-A of Chapter 4 of Title 40 of Louisiana Revised Statutes of 1950 (Prescription Monitoring Program Act).

The Department’s operations are also subject to the guidelines and policies established by the Louisiana Division of Administration pertaining to purchasing, contracting, and travel procedures, while the Department of Civil Service and the State Police Commission provide policies pertaining to LSP personnel. LSP is also subject to its own internal Policies and Procedures Manual.

**Program Evaluation Used to Develop Objectives and Strategies:**

LSP staff established goals, objectives and strategies through a problem identification process using internal/external assessments, statewide plans, and legislative input. Problem identification involved the examination of relationships between LSP and the public, agencies, business, and industries it serves.

The increases in crime and crash rates can be analyzed in terms of time, day, and month, the deployment of personnel, and other factors relative to specific activities. The isolation and identification of those factors contributing to increases in crashes and/or crime rates is a great advantage in planning and developing strategies.

When the contributing factors are identified and corrected, proper deployment and use of personnel can reduce traffic crash fatalities and injuries, reduce crime rates and improve the general safety and quality of life for the citizens served by the LSP. These contributing

factors also apply to the regulatory requirements governing the gaming industry mandated by the legislature.

Upper administration of LSP reviewed and approved a draft of the plan.

#### **Duplication of Effort:**

LSP is an agency within the Department of Public Safety & Corrections (DPS&C). Although LSP is administratively responsible to DPS&C it is a separate budget unit. The Superintendent of State Police is appointed by the Governor and reports to the Governor on policy matters. The budget and program review process provides assurance to the State so that duplication is avoided. For this reason, no true duplication of effort has been identified between any two agency programs. There is, however some overlap in functions between and among programs that are necessary for continuity of LSP services. Authority for coordinating closely related objectives in two programs has been placed in the Operational Support Program.

#### **Performance Measure Validity, Reliability, etc.:**

Performance indicators are used to evaluate the effectiveness of the various sections. These more detailed indicators will further allow the agency to evaluate cost effectiveness, the processes used to provide service, and the services provided.

#### **Record Retention:**

All data used in preparing this Strategic Plan will be preserved and maintained for a period of at least three years, or longer if required by record retention laws.

#### **Human Resource Policies Beneficial to Women and Families Link:**

The Office of Louisiana State Police grants flexible work schedules, when feasible, to accommodate civilian employees with child care or other family issues. The Department has an Employee Wellness Program and an Employee Assistance Program, which provides information and guidance for employees and/or family members. In accordance with federal law, the Department supports the Family and Medical Leave Law and upholds practices within those guidelines, supporting employees and families.

#### **Department of State Civil Service workforce planning initiatives:**

The Office of Louisiana State Police recognizes the need for a comprehensive workforce development and succession plan, and offers opportunities for civilian and non-civilian staff members' professional development. LSP has also developed strategies to proactively recruit new employees.