OBJECTIVES AND OUTCOME MEASURES

GOAL A  
COMBAT CRIME AND TERRORISM

OBJECTIVE A.1  
Reduce Impact of Organized Crime

Eliminate high threat organizations through criminal enterprise investigations and prosecutions. The elimination of a criminal organization requires that its criminal operations be rendered ineffective by apprehending and ultimately incarcerating its senior- and mid-level leadership, and other essential members.

OBJECTIVE A.2  
Reduce the Threat of Terrorism

Terrorism is the most significant security threat our state faces. The Department’s counterterrorism objective is specific and compelling: it must prevent, disrupt, and defeat terrorist operations within Texas before attacks occur.

Outcome Measure

A.2.A  Number of Terrorist Acts Committed within the State of Texas (Key)

OBJECTIVE A.3  
Apprehend High Threat Criminals

Provide investigative expertise and resources to identify, arrest, convict, and ultimately incarcerate high threat criminals, and solve major and violent crimes. On occasion, some violent crimes, serial offenses, unsolved (cold case) crimes, or other crimes may have a terrorizing effect upon the public. The Director may designate these types of crimes as a “major case investigation,” calling for the establishment of a task force approach and a unified command structure to effectively manage and direct substantial DPS resources and assets involved in the investigation.

Outcome Measure

A.3.A  Annual Texas Crime Index Rate (Key)
A.3.B  Number of High Threat Criminals Arrested
A.3.C  Number of Public Corruption Arrests
GOAL B  ENHANCE PUBLIC SAFETY

OBJECTIVE B.1  Improve Highway Safety in Texas

The Highway System is an invaluable resource that touches all Texans. DPS is responsible for enforcing traffic and criminal laws, investigating motor vehicle traffic crashes, and providing a visible police presence along more than 223,000 miles of rural highways across the State. DPS constantly seeks to enhance highway safety through a multifaceted approach.

Outcome Measure

B.1.A  Annual Texas Highway Traffic Death Rate (Key)
B.1.B  Serious Traffic Crash Rate
B.1.C  Percentage of Enforcement Actions Initiated Against Unsafe Drivers within Forty-five (45) Calendar Days

OBJECTIVE B.2  Improve Interoperability

To ensure all first responders throughout the State of Texas can communicate among disparate disciplines during natural or manmade disasters or large scale planned events.

Outcome Measure

B.2.A  Percent of State and Local Public Safety Agencies Transitioned To APCO Project 25 Voice Radio Digital Standard (Key)

GOAL C  EMERGENCY MANAGEMENT

OBJECTIVE C.1  Emergency Management

To reduce death, injury, and economic loss by providing guidance and assistance for the development, maintenance, and enhancement of emergency preparedness, mitigation, recovery, and response as required by statute.
Outcome Measure

C.1.A Percent of Local Governments Achieving a Basic Level of Emergency Planning Preparedness (Key)
C.1.B Number of Active Hazard Mitigation Projects Funded by Grants (Key)
C.1.C Number of Active Disaster Recovery Projects Funded (Key)
C.1.D Percentage of Local Governments Receiving State Response Assistance for Emergencies and Disasters (Key)

GOAL D REGULATORY AND AGENCY SERVICES

OBJECTIVE D.1 Law Enforcement Services

Provide critical continuing education and training in a secure environment, safe vehicles with essential technology, and vital counseling and advocacy services to crime victims and employees. Ensure quality, timely, and essential crime laboratory and crime record history services are provided to law enforcement, criminal justice partners, and eligible customers.

Outcome Measure

D.1.A Concealed Handguns: Percentage of Renewal Licenses Issued Within 40 Days (Key)
D.1.B Concealed Handguns: Percentage of Original Licenses Issued within 60 Days (Key)
D.1.C Percentage of Sex Offender Notifications Mailed Within Ten (10) Days (Key)
D.1.D Percentage of Court-Ordered Non-Disclosures Completed Within Ten (10) Business Days (Key)
D.1.E Percentage of Crime Laboratory Reporting Accuracy (Key)
D.1.F Percentage of Blocked Virus, Malware, and Network Intrusions
D.1.G Percentage of Blood Alcohol Content Evidence Processed Within Thirty (30) Days
D.1.H Percentage of Drug Evidence Processed Within Thirty (30) Days
D.1.I Percentage of DNA Evidence Processed Within One Hundred Eighty (180) Days
D.1.J Percentage of Electronically Captured Applicant Fingerprints That Are Classifiable
D.1.K Percentage of Computer System Availability Time
D.1.L Percentage of Customer Service Calls for Which the Public Receives First Call Resolution
D.1.M Percentage of Accurate Licenses Issued
D.1.N Percentage of Driver Licenses and Identification Cards Mailed Within Fourteen (14) Days
D.1.O Percentage of Driver Records Mailed Within Fourteen (14) Days
D.1.P Percentage of Original Driver License and Identification Card Applications Completed at an Office within Forty-Five (45) Minutes
D.1.Q Percentage of Duplicate or Renewal Driver License and Identification Card Applications Completed at an Office within Thirty (30) Minutes
D.1.R Percentage of Accurate Payments Issued

OBJECTIVE D.2 Driver License

Enhance public safety through the licensing of competent drivers, the removal of unsafe drivers and vehicles from roadways, and promoting vehicle training and safety initiatives. Ensure quality, timely, and essential services are provided to law enforcement, criminal justice partners, and eligible customers.

OBJECTIVE D.3 Regulatory Services

Administer regulated programs through the issuance of licenses or registrations, improvement of processes and technology, and the initiation of enforcement actions against criminal or administrative violations for concealed handgun licensing, metals registration, narcotics regulation, private security, and motor vehicle services.

Outcome Measure

D.3.A Private Security: Percent of Private Security Bureau Documented Complaints Resolved within Six Months (Key)
D.3.B Private Security: Percent of Private Security Bureau Licensees with No Recent Violations (Key)
D.3.C Metals Registration: Percentage of Enforcement Actions Completed On Registrants within 30 Days after Confirmation of the Violation
D.3.D Narcotics Regulation: Percentage of Enforcement Actions Completed On Registrants within 30 Days after Confirmation of the Violation
D.3.E  Concealed Handguns: Percentage of Enforcement Actions Completed On Applicants within 180 Days after Initiation of Qualification Review  
D.3.F  Vehicle Services: Percentage of Enforcement Actions Completed On License and Certificate Holders within 45 Days after Confirmation of the Violation  
D.3.H  Regulatory Services Division: Percentage of Criminal Investigations Completed Within 40 Days of Having Been Initiated  
D.3.I  Percentage of Driver Responsibility Program Surcharges Collected

**OBJECTIVE D.3  Regulatory Services**

Administer regulated programs through the issuance of licenses or registrations, improvement of processes and technology, and the initiation of enforcement actions against criminal or administrative violations for concealed handgun licensing, metals registration, narcotics regulation, private security, and motor vehicle services.

**OBJECTIVE D.4  Headquarters and Regional Administration**

Provide accurate and timely services to law enforcement, criminal justice partners, employees, and the public by improving the delivery of information and products, cultivating efficiencies, and providing indispensable administrative support and facilities.