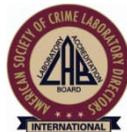




**Report on the Responses to the July 1, 2013 to December 31, 2013  
Customer Satisfaction Survey for  
Bureau of Forensic Fire and Explosives Analysis**

The following derives its data from a survey of seven questions sent to customers who submitted samples to the Bureau during the period from July 1, 2013 through December 31, 2013.

Carl Chasteen, Chief of Forensic Services  
Julius Halas, Director, Division of State Fire Marshal  
Jeff Atwater, Chief Financial Officer and State Fire Marshal



AN ASCLD/LAB-International ACCREDITED LABORATORY  
*(SINCE July 20, 2010 in the subdisciplines of Explosives, Analysis of Unknowns, and Fire Debris)*

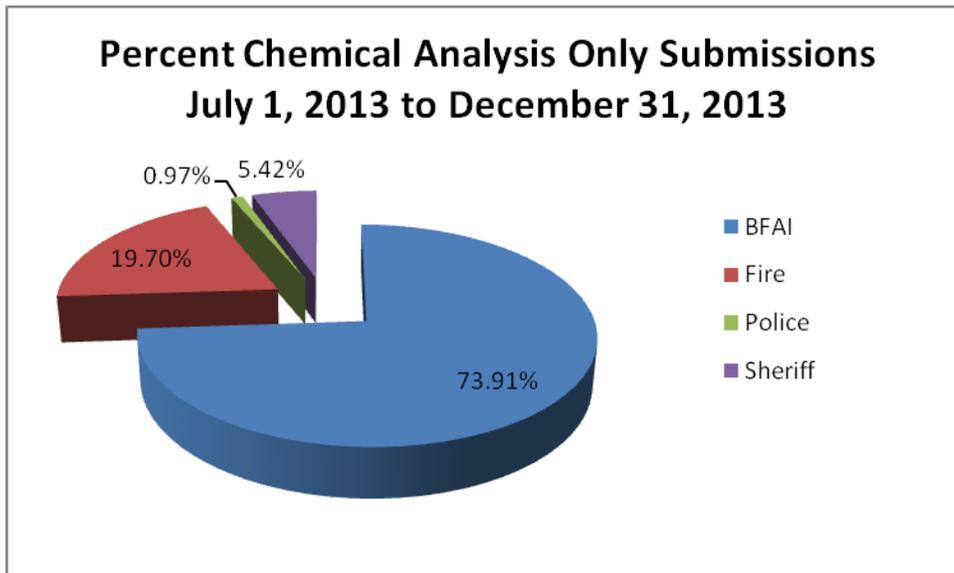
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**Submitters:**

During the survey period, a total of one hundred fifty-one (151) submitters were identified. They represented eighteen (18) Fire Departments, eight (8) Police Departments, fourteen (14) Sheriff's Offices, twelve (12) BFAI Field Offices, the Florida Department of Corrections, and the State's Attorney Office. The majority of physical evidence submissions (73.91%) were made by detectives from the Bureau of Fire and Arson Investigations (BFAI). Approximately 73.5% of submissions from Sheriff's Offices were for identification of hazardous chemicals seized during clandestine drug laboratory investigations. BFAI was responsible for 100% of Digital Image Submissions which are not considered in the table below. Internal Bureau created samples necessary for quality assurance, instrument validation, and proficiency evaluations were redacted from the totals.

Type of Agency	Number of Separate Agencies/Field Offices	Number of Submitters by Agency Type	Percent of physical evidence (chemical) Submissions
BFAI	12	83	73.9%
Fire Dept.	18	47	19.7%
Police Dept.	8	8	1.0%
Sheriff's Office	14	22	5.4%
Other (State Agencies)	4	4	0.0%
<b>Totals</b>	<b>53</b>	<b>157</b>	<b>100%</b>



Of the non-BFAI submitting agencies, seven (7) were identified as submitting thirty (30) or more samples each (there were from six (6) fire departments and one (1) sheriff's office).

Agency	Samples
Hillsborough County Fire Marshal	88
Miami Fire Department	59
Palm Beach County Fire Rescue	52
Lake County Sheriff	51
Tampa Fire Rescue	48
Pasco County Fire Rescue	33
Orlando Arson and Bomb Squad	31

A breakout of the physical evidence submissions made by our largest customer, the Bureau of Fire and Arson Investigations, indicates that the average number of chemical analysis submissions per detective who submitted physical evidence items in the target time frame (seventy-seven (77) detectives) was 18.9 samples per detective. The field office with the greatest number of chemical analysis submissions was Plantation followed by Jacksonville. The average number of digital image case submissions per detective who submitted Digital Image Cases in the target time frame (seventy-eight (78) detectives) was 22.1 cases per detective. The field office with the highest number of Digital Image Case submissions was Tampa followed by Jacksonville.

Field Office	Samples	DI Cases
Plantation	209	161
Jacksonville	187	243
Orlando	156	195
Tampa	155	305
Fort Myers	129	90
Lake Wales	115	159
Tallahassee	105	123
West Palm Beach	87	45
Pensacola	85	112
Daytona	85	111
Ocala	36	98
Panama City	28	78
<b>Totals</b>	<b>1377</b>	<b>1720</b>

The top ten (10) individual submitters of fire debris analysis requests are listed in the following table:

<b>Detective</b>	<b>FO</b>	<b>Samples</b>
Hector Noyas	Tampa	61
Larry Brazille	Jacksonville	48
Anthony Mozealous	West Palm Beach	47
Nick Incontrera	Orlando	40
Ellie Sorel	Daytona	40
Edwin Tapanes	Plantation	37
Brock Dietz	Tallahassee	36
Jerry Baker	Jacksonville	36
Mike Douglas	Lake Wales	34
David Lepper	Fort Myers	32

The top ten (10) individual submitters of digital image cases are listed in the following table:

<b>Detective</b>	<b>FO</b>	<b>DI Cases</b>
Randy St. Clair	Tampa	120
Jack Shireman	Tampa	56
Eric Bryant	Tallahassee	47
James Little	Jacksonville	47
Jeff Batz	Lake Wales	44
Tom Hall	Tampa	42
Nick Incontrera	Orlando	42
Neil Zierden	Orlando	41
David Young	Jacksonville	38
Greg Bubb	Lake Wales	38

## **The Survey:**

The Bureau's Customer Satisfaction Survey was in an electronic format and was sent to one hundred fifty-one (151) of the identified submitters after subtracting those whose emails were indicated as being undeliverable. A survey return percentage above 25% of those sent is considered "significant". A total of sixty-eight (68) of the customers (45.03%) provided responses for at least one of the five (5) BFFEA services listed before the survey deadline. Some customers who utilized more than one of our services provided responses for those services as well.

BFFEA services which the customers were asked to rank individually:

- Fire Debris Analysis
- Explosives Analysis
- Unknown Chemicals Analysis
- Digital Image Archival
- Forensic Video Examination

If a customer did not use a service, they did not provide responses. Each of the five (5) services was assessed by four (4) attributes:

- Level of satisfaction with the work product
- Usefulness of the work product in closing cases
- Impact on the investigator or their agency if the service were no longer available
- Quality of any personal contact with BFFEA staff

Again, if the customer did not wish to address a particular attribute they were allowed to pass without ranking it.

The ranking scale for all attributes was:

- Very High
- High
- Neutral
- Low
- Very Low

Thus there are different numbers of respondents for each of the attributes in each of the five services. A table showing the number of respondents for each service:

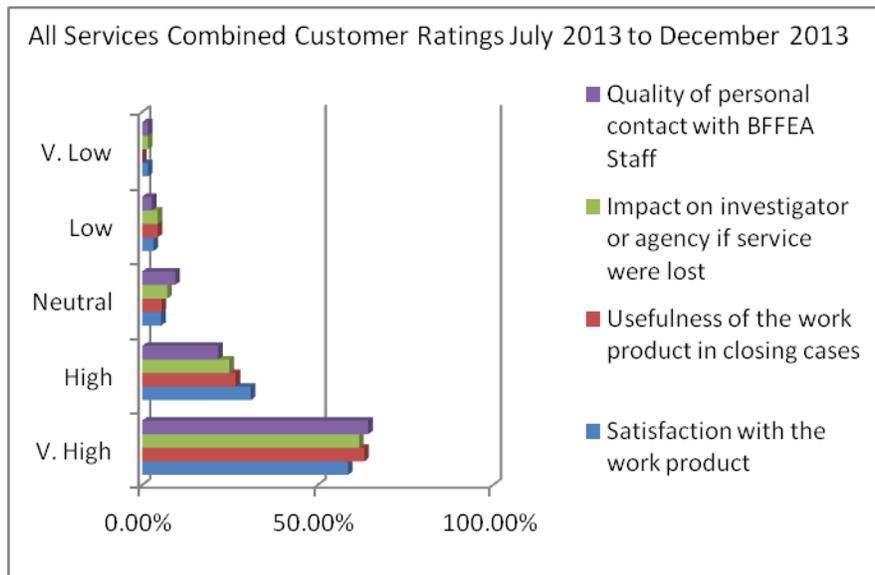
<b>Respondents</b>	<b>Raw</b>	<b>Percent responding to a portion of the survey</b>
Maximum number that responded to a portion of the survey	68	100.00%
Maximum Respondents to issues on fire debris service	64	94.12%
Maximum respondents to issues on explosives service	19	27.94%
Maximum respondents to issues on chemical unknown service	22	32.35%
Maximum respondents to issues on digital imaging service	20	29.41%
Maximum respondents to issues on forensic video service	16	23.53%

## Overview of All Services

If all responses for the survey are merged regardless of the service category a comprehensive view of the Bureau’s overall performance is created with the greatest weighting toward the chemical analyses that compose the bulk of our service requests. The following tables and graphs show the statistical customer perception of each of the four attributes for all services combined:

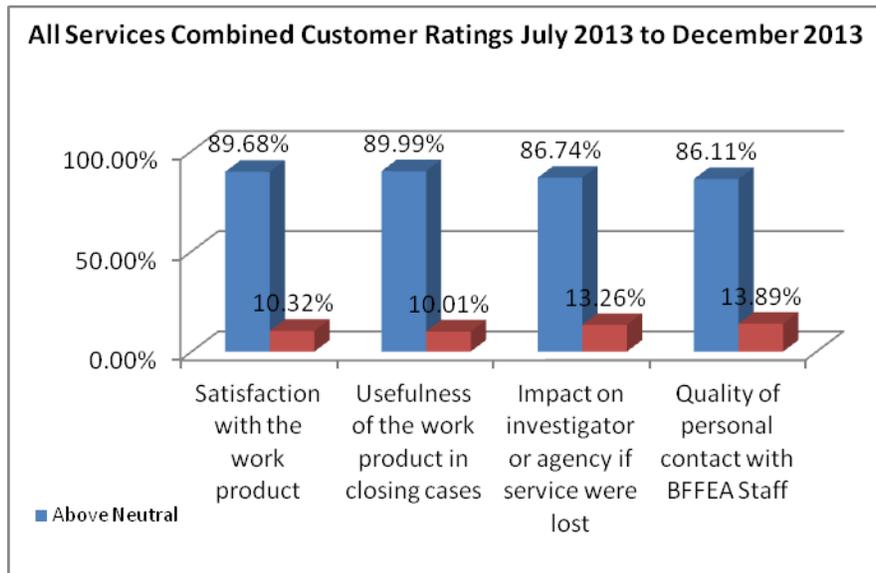
All Services Merged	Count	Count	Count	Count	Count	Total
Attribute	V. High	High	Neutral	Low	V. Low	Response
Satisfaction with the work product	108	57	10	6	3	184
Usefulness of the work product in closing cases	114	48	10	8	0	180
Impact on investigator or agency if service were lost	112	45	13	8	3	181
Quality of personal contact with BFFEA Staff	116	39	17	5	3	180

All Services Merged	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	58.70%	30.98%	5.43%	3.26%	1.63%
Usefulness of the work product in closing cases	63.33%	26.66%	5.56%	4.44%	0.00%
Impact on investigator or agency if service were lost	61.88%	24.86%	7.18%	4.42%	1.66%
Quality of personal contact with BFFEA Staff	64.44%	21.67%	9.44%	2.78%	1.67%



The scope of this evaluation by customers is examined by combining the percent of responses that rank the attributes at “Very High” and “High” against all the responses that rank the attributes at “Neutral”, “Low”, or “Very Low”. This evaluation period shows an increase in the percentages of “Very High” and “High” rankings from the previous evaluation period. All ratings of “Very High” plus “High” are between 86% and 90% and is a significantly positive reflection of the value our customers place on our services and staff.

All Services Merged	Percent	Percent
Ranking	V.High + High	Neutral, Low, + V.Low
Satisfaction with the work product	89.68%	10.32%
Usefulness of the work product in closing cases	89.99%	10.01%
Impact on investigator or agency if service were lost	86.74%	13.26%
Quality of personal contact with BFFEA Staff	86.11%	13.89%



This comprehensive ranking of all services by attribute shows that 86% or more of our customers rank each of the attributes (satisfaction, usefulness of the product, impact, and personal contact) at “High” or “Very High”. If we examine the statistics for the highest rating of only “Very High” the Bureau scores from above 58% to almost 65% for each attribute.

Each of the services is evaluated separately by the four attributes to determine areas where potential improvements may be possible. The number of work units associated with each service is listed below. The category “Explosives” includes both explosive determinations as well as the determinations for unknown chemicals. This will be broken down further when the services are discussed.

07/01/2013 to 12/31/2013	Film SR	Fire Debris Samples	QA/QC	Explosives	Images	Video	Total
Work Units	85	1901	1750	965	1721	15	6437

## Fire Debris Analysis Service

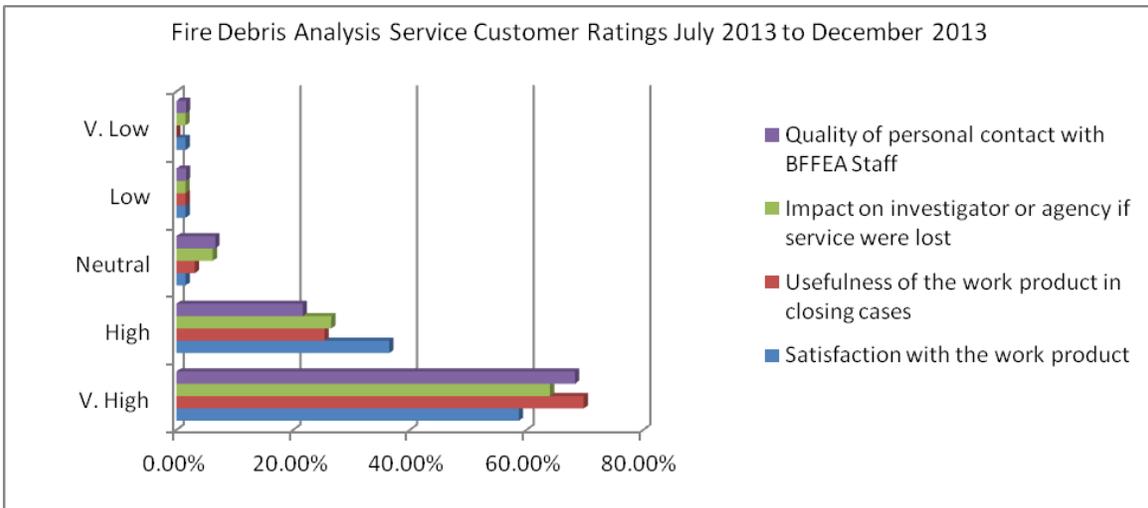
Fire debris analysis is the primary service provided by the Bureau. The individual samples and associated quality assurance analyses compose 56.7% (3,651 of 6,437) of the total number of work units processed by the Bureau in the last six months of 2013. Fire debris analysis, where we examine material from the fire scene for trace amounts of ignitable liquids possibly used to accelerate a fire, is accomplished with the use of gas chromatography-mass spectrometry.

Of all forensic sub-disciplines under the general category of “Trace Evidence,” fire debris is notoriously difficult to analyze. Ignitable liquids are complex mixtures of organic chemicals. In a sample of fire debris, these are intermingled with additional complex mixtures of organic chemicals (some of which are the same as some of the components of ignitable liquids) coming from the fire debris. The level of scrutiny required is high and the guidelines for what can be determined are described by the American Society for Testing and Materials E1618, “Standard Test Method for Ignitable Liquid Residues in Extracts from Fire Debris Samples by Gas Chromatography-Mass Spectrometry”. The number of negative determinations in fire debris analysis is higher than other disciplines either because the ignitable liquid did not survive the fire, was not on the sample submitted, or the components recovered do not meet the requirements of the Bureau SOP using ASTM recommendations. For July 1, 2013 through December 31, 2013, the BFFEA had the following fire debris analysis determinations:

Description of Finding (per ASTM E1618)	Percent
No Ignitable Liquid Determined	58.56%
Gasoline and Gasoline Mixtures	29.24%
Petroleum Distillates and Distillate Mixtures	5.81%
Terpenes, Turpentine & Miscellaneous	3.59%
Isoparaffinic Products	1.03%
Aromatic Products	0.70%
Oxygenated Products	0.59%
Naphthenic/Paraffinic Products	0.16%
Normal Alkane (Normal Paraffinic) Products	0.05%

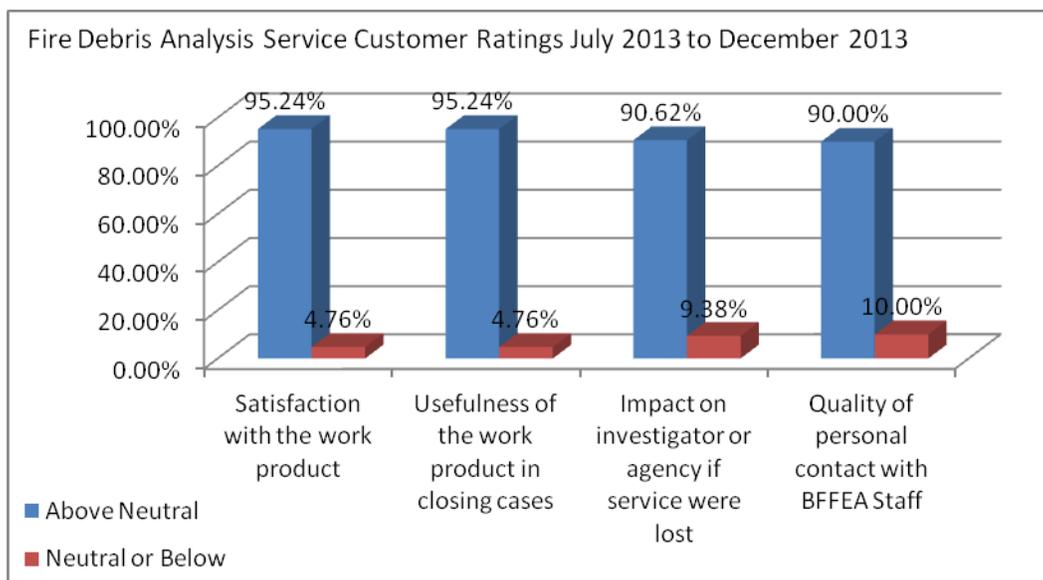
Our customers provided the following responses concerning their view of fire debris analysis service:

Fire Debris Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	58.73%	36.51%	1.59%	1.59%	1.59%
Usefulness of the work product in closing cases	69.84%	25.40%	3.17%	1.59%	0.00%
Impact on investigator or agency if service were lost	64.06%	26.56%	6.25%	1.56%	1.56%
Quality of personal contact with BFFEA Staff	68.33%	21.67%	6.67%	1.67%	1.67%



Again, the scope of this evaluation by customers is more impressive when the statistics are examined by simply viewing the percent of responses that rank the attributes at “Very High” plus “High” against all the responses that rank the attributes at “Neutral” or lower.

Fire Debris Service	Percent	Percent
Ranking	V.High + High	Neutral, Low, or V.Low
Satisfaction with the work product	95.24%	4.76%
Usefulness of the work product in closing cases	95.24%	4.76%
Impact on investigator or agency if service were lost	90.62%	9.38%
Quality of personal contact with BFFEA Staff	90.00%	10.00%



When over 95% of customers rank the usefulness of the work product to close their case investigations at “Very High” or “High” it is clear that the fire debris analysis provided by BFFEA is a necessary component to fire investigation in the State of Florida.

## Explosives/Unknown Chemicals Analysis Service

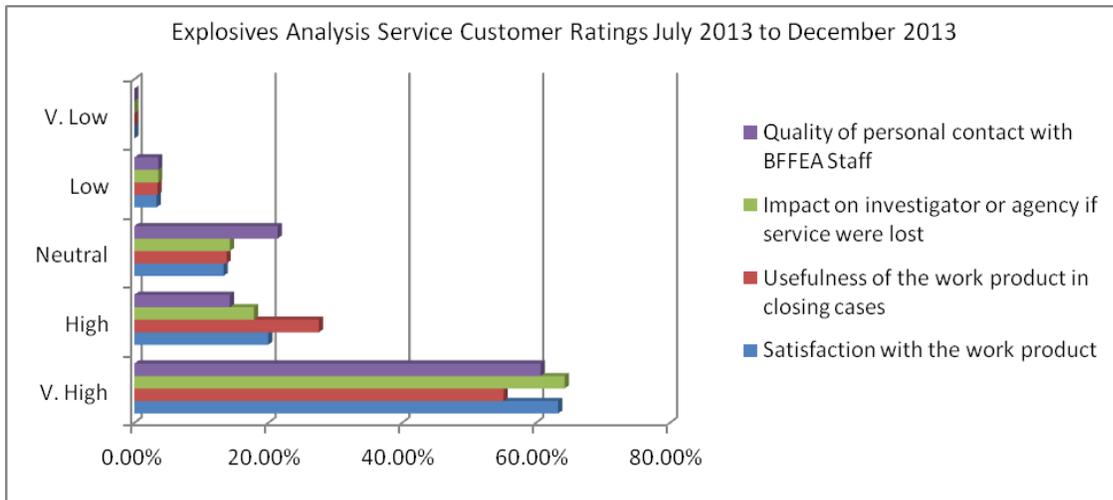
The determination of explosives, explosive residues, or unknown chemicals typically requires the use of multiple instruments on multiple sub-samples. Fire debris only requires a single analysis by gas chromatography-mass spectrometry (GC-MS). Organic (compounds with a carbon atom “backbone”) explosives, residues and unknown chemicals may require multiple separate analyses by GC-MS, Fourier Transform Infrared Spectroscopy (FTIR), and/or Ion Mobility Spectrometry (IMS). Inorganic (compounds without the carbon atom backbone and that typically dissociate into positively and negatively charged ions) explosives, residues and unknown chemicals may require multiple separate analyses by ion chromatography- mass spectrometry (IC-MS), FTIR, Raman Spectroscopy, and/or X-Ray Fluorescence Spectroscopy (XRF). In addition, all explosives, residues and unknown chemicals typically require additional various classic wet chemical “spot” tests and determination of pH (level of how acidic or basic a liquid may be).

The Bureau’s statistics currently combine all explosives, explosive residues, and unknown chemicals (true unknowns as well as chemicals from clandestine drug laboratories) under the single heading of “explosives.” Originally the Bureau only had the identification of the unknown chemicals as a minor task and incorporated them into the more numerous explosives determinations.

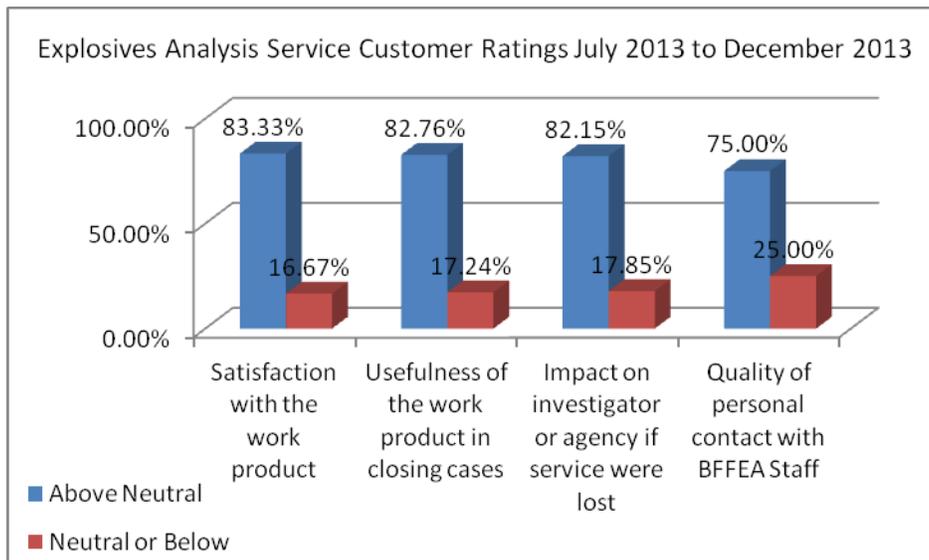
This is not the case today. Because no other State laboratory performing testing of this type is available for investigators and that Florida Statutes criminalize possession of the chemicals used to construct a clandestine drug laboratory (FS 893.033(2), FS 893.13 (g), FS 893.135(1)(f)1, and FS 893.149(1)) there has been a steady increase in the number of these submissions. Of the nine hundred sixty-five (965) “explosives” analyses completed by the Bureau from July 1, 2013 through December 31, 2013, only 22.2% or two hundred fourteen (214) were for actual explosives while 77.8% or seven hundred fifty-one (751) were for unknown chemicals identification. This section will report the customer satisfaction rankings for the explosives analysis while unknown chemicals analysis will be covered in the next.

<b>Explosives Service</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
<b>Ranking</b>	<b>V. High</b>	<b>High</b>	<b>Neutral</b>	<b>Low</b>	<b>V. Low</b>
Satisfaction with the work product	63.33%	20.00%	13.33%	3.33%	0.00%
Usefulness of the work product in closing cases	55.17%	27.59%	13.79%	3.45%	0.00%
Impact on investigator or agency if service were lost	64.29%	17.86%	14.29%	3.57%	0.00%
Quality of personal contact with BFFEA Staff	60.71%	14.29%	21.43%	3.57%	0.00%

To appreciate the scope of this evaluation by customers we will again examine the statistics by simply viewing the percent of responses that rank the attributes at “Very High” plus “High” against all the responses that rank the attributes at “Neutral” or lower.



Explosives Service Ranking	Percent V.High + High	Percent Neutral, Low, or V.Low
Satisfaction with the work product	83.33%	16.67%
Usefulness of the work product in closing cases	82.76%	17.24%
Impact on investigator or agency if service were lost	82.15%	17.85%
Quality of personal contact with BFFEA Staff	75.00%	25.00%

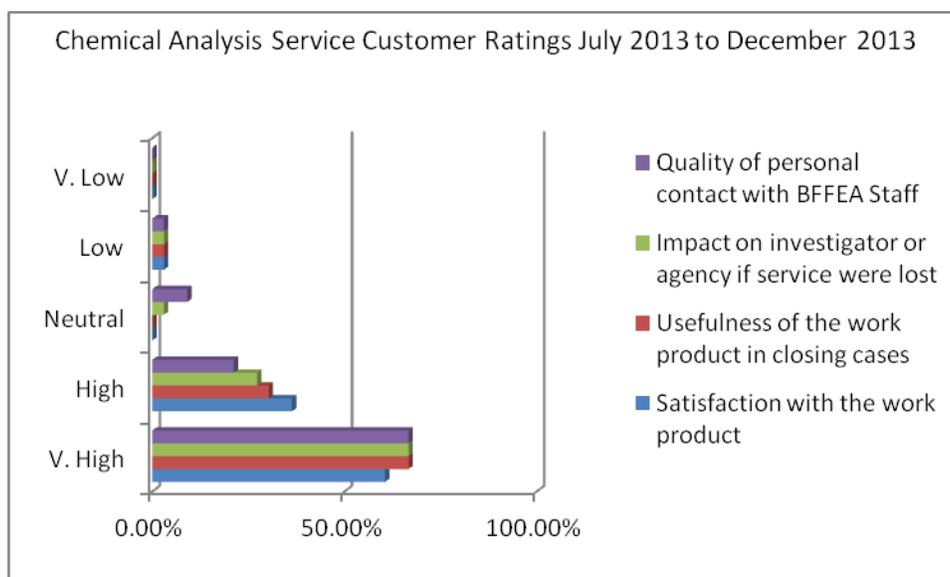


Overall, the ratings of “Very High” and “High” are higher than in the previous review period. The previous review period saw a drop in favorable ratings to “neutral” and lower. It was not known at the time of the last report the cause for this shift, but an initiative was launched to investigate and rectify. Discussions with customers revealed that delays caused by equipment problems had affected their perceptions and skewed them to neutral. With the current work product rated at “Very High” and “High” by 83.33% of our customers it is clear we are performing well above expectations.

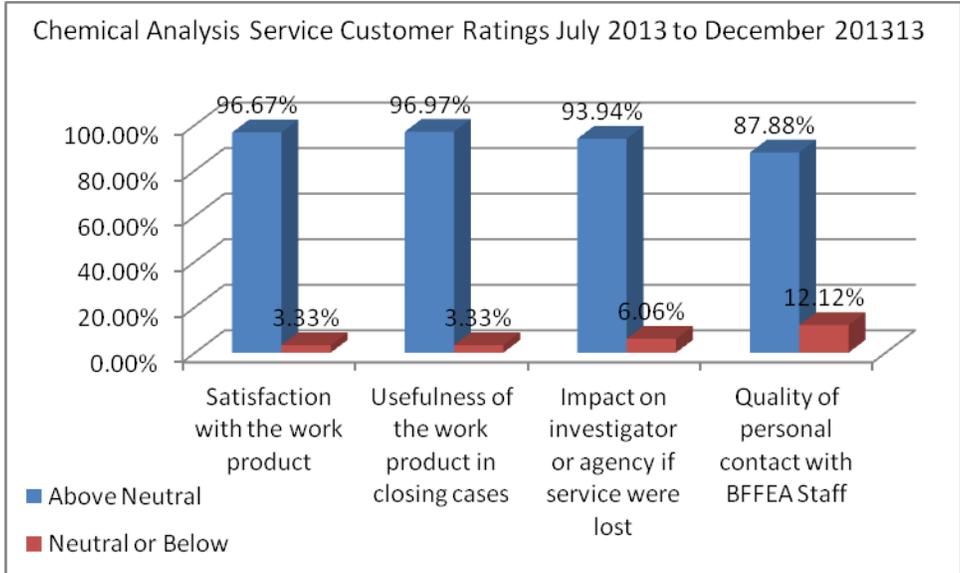
## Unknown Chemicals Analysis Service

As was discussed at the beginning of the section on Explosives Analysis, the nine hundred sixty-five (965) “Explosives” analyses can be broken down into 77.8% or seven hundred fifty-one (751) requiring analysis of unknown chemicals. In addition, organic based unknown chemicals may require multiple separate analyses by GC-MS, Fourier Transform Infrared Spectroscopy (FTIR), or Ion Mobility Spectrometry (IMS). Inorganic based unknown chemicals may require multiple separate analyses by ion chromatography- mass spectrometry (IC-MS), FTIR, Raman Spectroscopy, or X-Ray Fluorescence Spectroscopy (XRF) and will require screening by various classic wet chemical “spot” tests and determination of pH (level of how acidic or basic a liquid may be).

Unknown Chemicals Analysis Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	60.61%	36.36%	0.00%	3.03%	0.00%
Usefulness of the work product in closing cases	66.67%	30.30%	0.00%	3.03%	0.00%
Impact on investigator or agency if service were lost	66.67%	27.27%	3.03%	3.03%	0.00%
Quality of personal contact with BFFEA Staff	66.67%	21.21%	9.09%	3.03%	0.00%



Unknown Chemicals Service	Percent	Percent
Ranking	V.High + High	Neutral, Low, or V.Low
Satisfaction with the work product	96.67%	3.33%
Usefulness of the work product in closing cases	96.97%	3.33%
Impact on investigator or agency if service were lost	93.94%	6.06%
Quality of personal contact with BFFEA Staff	87.88%	12.12%



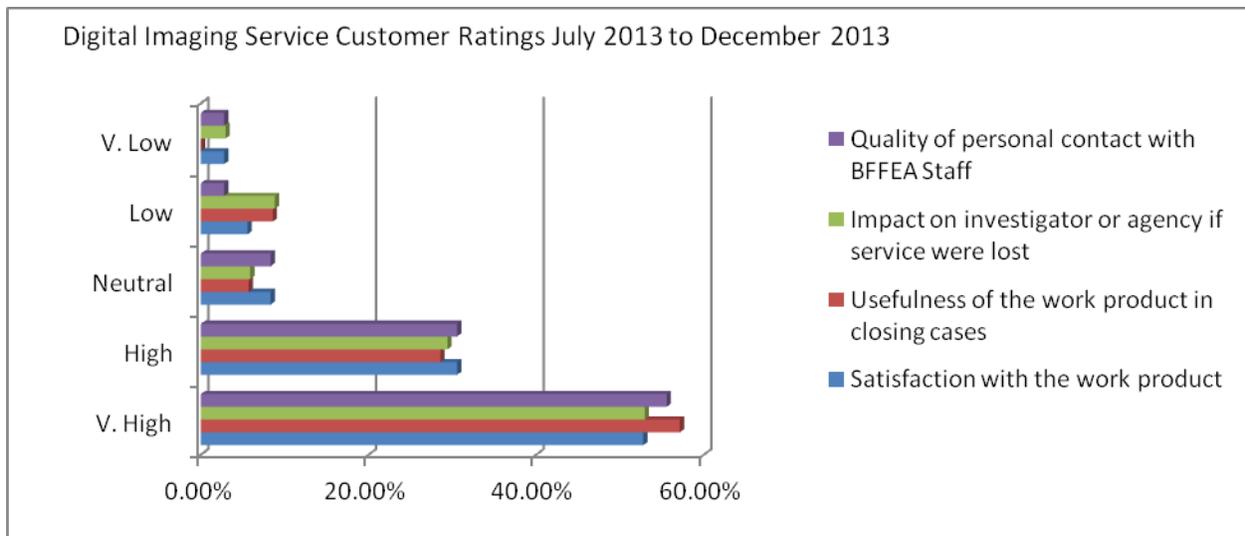
As with the Explosives Analysis Service, our customer ratings in the previous review period had shifted to the center with a large increase of customers rating the attributes as “Neutral”. The current review period saw the shift upward to levels seen in much earlier reviews and is attributable to the same issues affecting the “explosives” section of analyses. With all attributes at 87% or higher for “Very High” and “High” it indicates the vast majority of our customers have a strong positive view of the work we offer.

## Digital Image Processing Service

As was stated earlier, this service is only performed for the investigators from the Bureau of Fire and Arson Investigations (BFAI). We act as the central repository for images from scene investigations. The images are uploaded by Detectives in the field to a server noted as “PhotoDump”. Each Detective has access to his file folder. Supervisors have access to their subordinate staff. The laboratory has access to all files. Once we are advised by Detectives that the images are available for archive, we move them to the secure server and delete them from PhotoDump. On occasion, Detectives will need the reverse process where archived images will be restored to PhotoDump for their use in investigations or for courtroom presentations.

Items, sent after May 2012, are stored on a server that is backed up each night on a remote secondary server for Disaster Recovery purposes. This service includes transfer and archival of digital images plus fulfilling requests for reproduction of archived photographs and images. This comprises 26.7% of the work units processed by the Bureau from July 1, 2013 to December 31, 2013 (1,721 of 6,437 units). A total of seventy-eight (78) BFAI Detectives authorized the transfer of their images from the PhotoDump server to our central secure archive. However, with only twenty (20) of them responding to this section of the survey it would appear that the majority of the Detectives from our largest customer base are indifferent to our requests for completion of the survey. A discussion with the leadership of BFAI will be held where we will explore methods for improving participation in the survey without making the Detectives have a negative opinion of the process which may result in poor ratings for our services and attributes.

Digital Imaging Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	52.78%	30.56%	8.33%	5.56%	2.78%
Usefulness of the work product in closing cases	57.14%	28.57%	5.71%	8.57%	0.00%
Impact on investigator or agency if service were lost	52.94%	29.41%	5.88%	8.82%	2.94%
Quality of personal contact with BFFEA Staff	55.56%	30.56%	8.33%	2.78%	2.78%

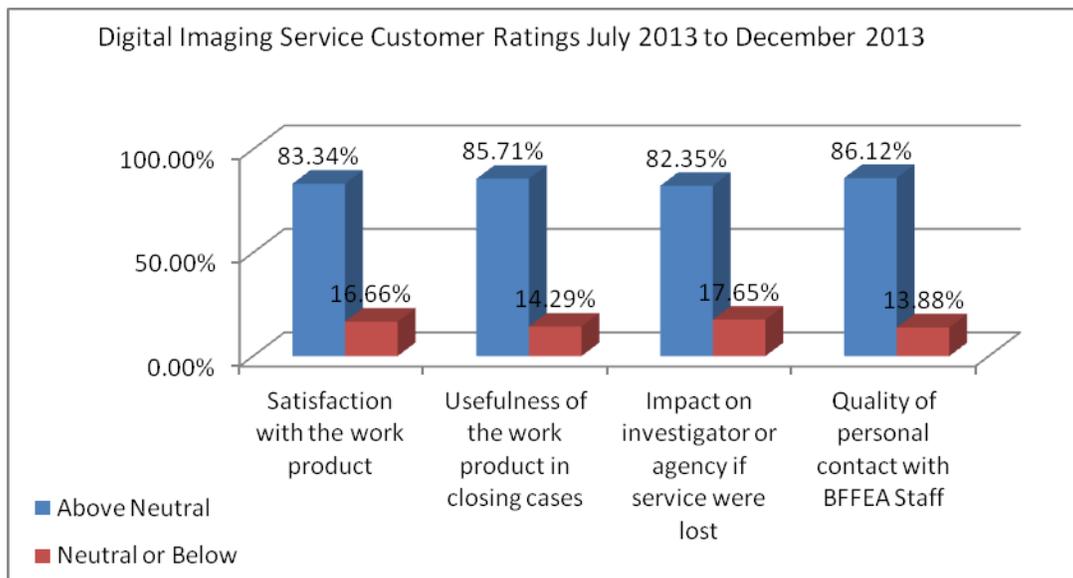


For the four attributes ranked in this service, the percent of “Neutral” or ”Low” rankings decreased from the immediately previous reporting period. This would indicate that of those responding, their value to our service was high.

BFFEA does not process any images from the Detective’s storage folder until after the Detective transmits an email releasing the images. Because some Detectives only review their folder’s contents periodically to provide this permission, a buildup may result of images in their folders, storage issues on their server, and a backlog of items to be archived. When they eventually review the folders and transmit permission, the volume of items to be processed can inundate BFFEA Staff. To attempt to mitigate this occurrence, BFFEA Staff will often send numerous reminders to investigators and their superiors that images must be archived on a regular basis. Once items are archived, most requests for retrieval or reproduction do not come from the investigators, but from attorneys or private investigators after the criminal investigations have closed.

Because there is minimal interaction between laboratory staff and investigators once the items are archived, investigators may have a greater tendency to view the work in this service area as meeting their needs or “Neutral”. This is seen in the table and chart below.

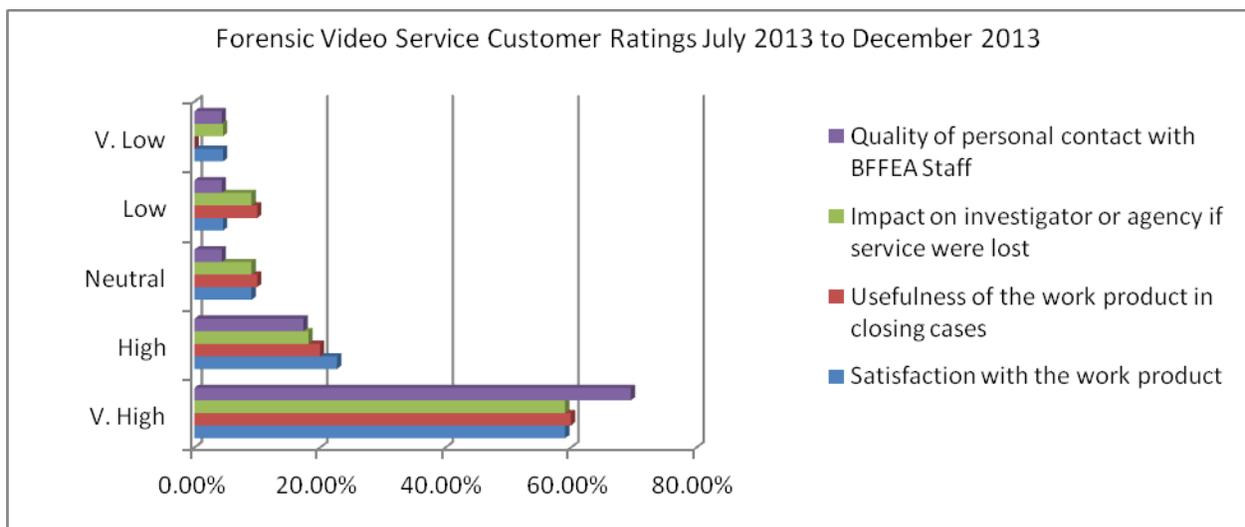
Digital Imaging Service	Percent	Percent
Ranking	V.High + High	Neutral, Low, or V.Low
Satisfaction with the work product	83.34%	16.66%
Usefulness of the work product in closing cases	85.71%	14.29%
Impact on investigator or agency if service were lost	82.35%	17.65%
Quality of personal contact with BFFEA Staff	86.12%	13.88%



## Forensic Video Service

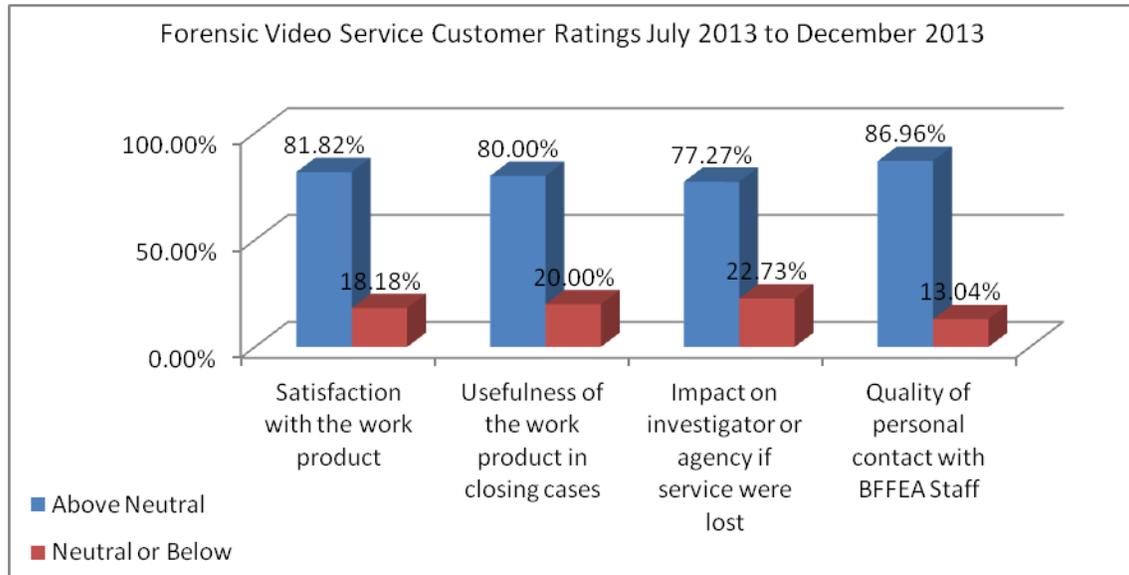
For the review period all reports were issued as reports from the BFAI detective who performed the examinations. BFFEA provides the facility, equipment, and an analyst in training to assist in this service area. .

Forensic Video Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	59.09%	22.73%	9.09%	4.55%	4.55%
Usefulness of the work product in closing cases	60.00%	20.00%	10.00%	10.00%	0.00%
Impact on investigator or agency if service were lost	59.09%	18.18%	9.09%	9.09%	4.55%
Quality of personal contact with BFFEA Staff	69.57%	17.39%	4.35%	4.35%	4.35%



The value of the service and the information it can provide to the investigator is acknowledged by the customers. However, the ability to process and manage video is severely limited by the quality of the original camera that captured the image or the resolution of the data as it was stored. A low quality and low resolution camera will not capture images with sufficient detail that they have value. At the same time the storage capacity of digital systems can become an issue even when a high quality camera is used. In order to increase the number of hours of video that can be recorded on a drive or tape, the owner of the security system will lower the resolution. Thus, it is common to not be able to provide the investigator with all the information requested or to completely process the video. These are the direct component causes whereby this service has higher “Neutral” and “Low” rankings. However, while the value of the service itself was only ranked from 77% to 82% “High” and “Very High”, the ratings for the quality of contact with the personnel in the section was almost 87% “High” and “Very High”.

Forensic Video Service	Percent	Percent
Ranking	V.High + High	Neutral, Low, or V.Low
Satisfaction with the work product	81.82%	18.18%
Usefulness of the work product in closing cases	80.00%	20.00%
Impact on investigator or agency if service were lost	77.27%	22.73%
Quality of personal contact with BFFEA Staff	86.96%	13.04%



## **The Survey:**

Input and comments from the customers were solicited in the last two questions. This report will provide an overview or synopsis of the most pertinent findings.

### **Question 6: Are there any BFFEA personnel you would like to identify regarding their work or contacts with you (positive or negative)?**

There were no negative comments listed. Only positive comments were made. There were six (6) comments praising Bureau staff in general for their willingness to assist customers in answering various questions and their degree of professionalism. Several staff members were listed specifically. All had positive comments about their ability, willingness to help, or professionalism. They are:

- Perry Koussiafes (Mike) (3)
- Carl Lugviel (2)
- Carl Chasteen (2)
- Melissa Stephens (1)
- Reggie Hurchins (1)

One BFAI Detective, Brock Dietz, was also specifically praised for his efforts and work by one customer for his assistance to them in processing video evidence.

BFFEA staff members who were not named were Elizabeth Kamerick (who left Bureau employment in October 2013), Ryan Bennett, Lynn Lee, Ann Walker, Pam Kenon, and Laura Poholek. Some of those not specifically named have only minimal, or no contact, with customers.

**Question 7: Do you have any general comments or complaints regarding the work, personnel, or consultations? Do you have any suggestions for improvements we can make or additional services you would like to see?**

While the majority of the comments provided were positive commendations and praise for the Bureau and staff, three (3) comments need to be addressed. The responses *in italics* are the comments of Chief Chasteen:

1. I made two submissions last year by mail and have not had any response on my photo or video evidence.

*I have asked Melissa Stephens in the video section about this. She is not aware of any video submissions from last year that were not addressed. A report would have been issued by Detective Dietz from BFAI concerning the work performed on the submissions if processing could be done according to the request. For those items where the quality of the submission would not allow any processing, a phone call would have been made to the submitter informing her or him of the same and requesting direction as to the return of the submitted media. This does not exclude that there may have been an error on our part and a request was not addressed. We would ask that the person who made this comment (all survey responses are anonymous and we do not know the identity of the person making this comment) please call either Chief Chasteen at 850.539.2705 or Melissa Stephens at 850.539.2706 to provide specifics (case number, date submitted, request made, etc...). As a general reminder to all our submitters, if there is a problem with a delay in getting results or a question as to what the results may mean, we ask that you call us concerning the issue.*

2. Way too many Surveys. Every three years would be more appropriate in my opinion. Keeping stats on K-9 submitted samples and results.

*We moved to doing surveys twice per year as a method of being more current in our statistics. This was after the Department began using results from the surveys for performance measures against which staff is evaluated. We did not think it fair or accurate to judge a staff members' performance through a single annual survey. We rejected quarterly surveys as the amount of work necessary to coordinate the surveys, assess the results, and prepare this report are significantly time consuming. Returning to a single survey per year would be possible provided there was support for the move from Division leadership and the Department's section with oversight of performance statistics (drill down). Such a move would reduce the current amount of work required to assemble the survey and report. We would reject moving to a single survey every three years as it would not be current or contemporaneous to the work we performed.*

*Statistics for canines are the responsibility of canine handlers. We do not currently designate cases in our system to show which were indicated as having been worked by a canine. Whether a canine worked a scene to select samples or not, it will not affect the analysis and reporting of our results. It may even have the appearance that we would treat canine assisted collection cases differently than all others and this would not be appropriate. Thus to maintain our objectivity and avoid the appearance of any impropriety, we will not keep statistics on canines or*

*the percentage of their submitted samples which receive a positive finding from us. As indicated in the first line of this response, that statistic is up to the handler to maintain. They will know which cases the canine was used, which samples they alerted to, and the results of our analyses.*

3. The photo archiving of cases can use some improving. Numerical archiving needs to be addressed. 1. Currently digital photos of fire scenes must be located in the archives by the investigator's name. They should be archived by the SFM case number. This would improve the ability for locating any photos taken of a scene by another investigator other than the case agent. In the past we used to work strictly solo on scenes but we have progressed and now fairly often on larger scenes we assist each other. The photos should be recorded by case number and for chain of custody the submitting officer's information should be recorded just like other evidence.

*A single investigator must be the primary investigator for a scene. That investigator should have the key responsibility for submitting evidence and maintaining digital images. This is a necessary component for consistency and proper maintenance and accountability for case records. To have one investigator submit a portion of the samples or some of the images while other samples or images are submitted by a second or third investigator would soon have more people involved with a case than would be manageable or feasible. Thus all sample and images should be the responsibility of a single investigator for submission and authorization for archival. The current process is that a file folder with that investigator's name is maintained and within it the images are sorted by BFAI case number. If an investigator leaves the agency and another takes over the responsibility for their casework, all that is required is the name of the original investigator so the case file can be easily found. If the records in the field are not sufficiently complete as to have this information, a review of BFAI procedures may be necessary.*

This ends the report on the responses to the survey for July 1, 2013 to December 31, 2013

*This report may be used in the Bureau's Business Plan, Management Review, or to answer other questions regarding a statistical evaluation of the bureau's customers or their opinions on the quality of service received.*