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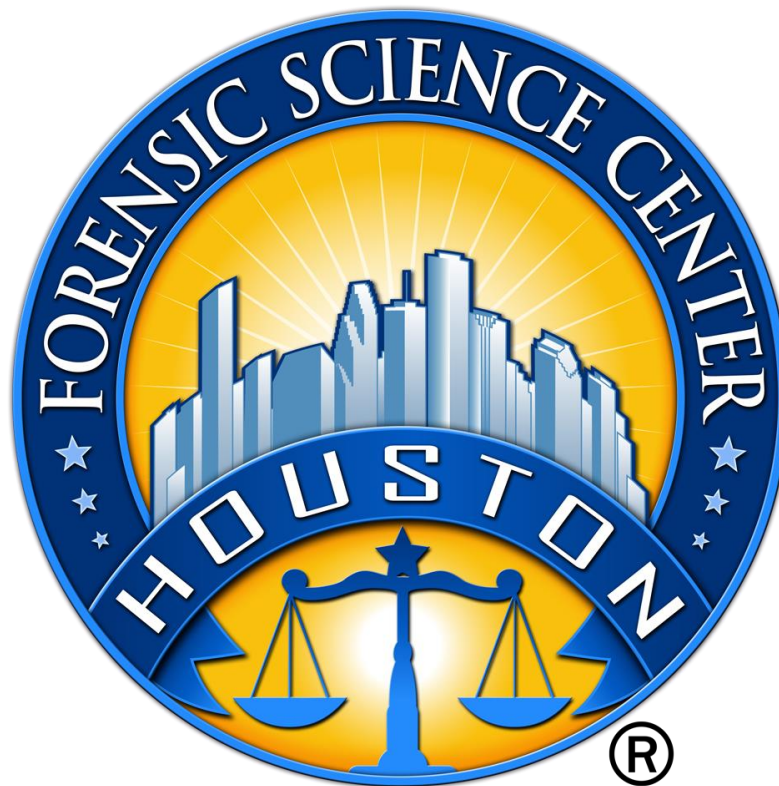
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Houston Forensic Science Center, Inc.

Board of Directors Virtual Meeting

November 13, 2020



Position 1 - Dr. Stacey Mitchell, Board Chair

Position 2 - Anna Vasquez

Position 3 - Philip Hilder

Position 4 - Francisco Medina

Position 5 - Janet Blancett

Position 6 - Ellen Cohen

Position 7 - Lois J. Moore

Position 8 - Mary Lentschke, Vice Chair

Position 9 - Vicki Huff

Ex-Officio - Tracy Calabrese

HOUSTON FORENSIC SCIENCE CENTER, INC.

NOTICE OF SPECIAL PUBLIC MEETING
PUBLIC ACCESS WILL BE VIA TELECONFERENCE ONLY
November 13, 2020

In accordance with Texas Governor Greg Abbott's temporary suspension of certain provisions of the Texas Open Meetings Act, issued March 16, 2020, notice is hereby given that beginning at 9 a.m. on the date set out above, the Board of Directors (the "Board") of the Houston Forensic Science Center, Inc. (the "Corporation," or "HFSC") will meet via videoconference (Microsoft Teams.) HFSC is conducting this virtual meeting to advance the public health goal of limiting face-to-face interactions and to slow the spread of the coronavirus (COVID-19.)

Gov. Abbott's [temporary suspension of certain open meetings laws](#) was issued in response to the COVID-19 pandemic and in accordance with section 418.016 of the Texas Government Code. Gov. Abbott specifically suspended certain provisions of the law, which required government officials and members of the public to be physically present at a specified meeting location. The relevant suspensions are in effect until terminated by the Office of the Governor or until the Governor's disaster declaration is lifted or expires. Accordingly, this meeting will not take place in a specified physical location for the public to attend in person, however, the virtual meeting will be available to the public and allow for two-way communication between the Board and members of the public.

As required and in accordance with the Governor's temporary suspension, notice of this meeting, the agenda and the agenda packet are posted online at <https://houstonforensicscience.org/meeting-archives.php>. The items listed in the agenda may be taken out of order at the discretion of the Chair. After the conclusion of the meeting, a recording thereof will be posted to www.houstonforensicscience.org.

Attending the virtual meeting

The public is not required to create an account to attend the meeting online and the videoconference can be accessed, free of charge.

To attend the videoconference meeting via computer, please use the following link:
https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2F1%2Fmeetup-join%2F19%3Ameeting_ZDA2MDlhODEtN2UxZi00ODc2LTliMzAtNDQwNjA5YjYwZDk1%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%2522f03b68b6-d9fe-4735-8648-33b13ef1c3ed%2522%252c%2522Oid%2522%253a%2522a717bead-e9b6-4660-beb2-a7bdef7a335b%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=47221381-2fdd-4332-a8a5-bcbdf26c87d6&directDI=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true

or go to <https://houstonforensicscience.org/meeting-archives.php>

In addition to the required free videoconference link, members of the public may call into the meeting by dialing the following toll-free teleconference number and entering the subsequent conference ID number: 833-231-4459, **Conference ID: 629 877 605#**

Callers must mute themselves upon dialing into the meeting to limit interruptions.

To attend the meeting using a mobile device and through the free videoconference link, the Microsoft Teams mobile application (“app”) must be downloaded (free of charge) to the device. After downloading the app, proceed to the link above and you will be directed to the videoconference, through the app. However, members of the public must be muted to minimize disruption of the meeting.

NOTICE OF PUBLIC COMMENT

The public is permitted to speak during the public comment agenda item and as permitted by the Chair. However, requests to speak during the public comment period must be submitted via email to the HFSC Secretary of the Board at:

info@houstonforensicscience.org **no later than 9 a.m. Thursday November 12, 2020.**

The request must include the speaker's name, contact number, address and topic of the comment. Speakers should limit their comments to three minutes. The Board Chair may limit both the number of speakers and the time allotted for each speaker. The Chair will call on each speaker by name, during the designated public comment period.

If you have questions regarding attending this virtual meeting please contact Jordan Benton, secretary of the Board of Directors, at **832-993-1924**.

AGENDA

1. Call to order.
2. Roll call; confirmation of presence of quorum.
3. Public Comment.
4. Reading of draft minutes from October 9, 2020 board meeting. Consideration of proposed corrections, if any. Approval of minutes.
5. Report from Dr. Stacey Mitchell, board chair, including a monthly update of activities and other announcements.

Reports and presentations by corporate officers, and possible related action items

6. Report from Dr. Peter Stout, president and CEO, including technical updates, outreach efforts, staffing changes and other corporate business items.
 - a. Update on grant-funded renovations at the vehicle examination building.
7. Consider authorizing Dr. Stout to approve an additional purchase of 15 Quantifiler Trio Kits from ThermoFisher Scientific, increasing the total amount of the existing agreement and purchase order between ThermoFisher Scientific and the Corporation, to \$475,030.00, and possible related action.
8. Monthly operations report from Dr. Amy Castillo, vice president and COO, including a review of turnaround times and backlogs.
9. An update from Dr. Stout regarding current crime trends, the impacts on HFSC's crime scene unit and immediate steps being taken to increase staffing in that section.

Reports and presentations by staff

10. Report from Mr. Jerry Pena, director of crime scene and digital multimedia evidence, regarding a five-year plan to expand the crime scene unit.
11. Report from Dr. Preshious Rearden, director of research and development, regarding the research and development division's ongoing projects, including grants and systems oversight and other special projects.
12. Report from Ms. Aimee Grimaldi, project engineer, regarding the launch of a new improvement project for the latent print section and updates on the recently completed quality score project and the progress being made in the ongoing technical and administrative review project.
13. Report from Ms. Erika Ziemak, quality director, regarding quality assurance, including a review of the blind quality control program, testimony monitoring, assessment activities and proficiency testing.
14. Adjournment.

**Certification of Electronic Posting of Notice of the Board of Directors ("the Board")
of the Houston Forensic Science Center, Inc. (the "Corporation")**

I, Jordan Benton, coordinator of board relations and executive administration, do hereby certify that a notice of this meeting was posted [online](https://houstonforensicscience.org/meeting-archives.php) at <https://houstonforensicscience.org/meeting-archives.php> on Tuesday, the 10th day of November, 2020, as required by Section 551.043 et seq., Texas Government Code and in accordance with Governor Abbott's March 16, 2020 temporary suspension of certain provisions of the Texas Open Meetings Act.

Given under my hand this the 10th day of November 2020.

Jordan Benton

Open Meeting Laws Subject to Temporary Suspension

Effective March 16, 2020, and subject to the following conditions, the following statutory provisions are temporarily suspended to the extent necessary to allow telephonic or videoconference meetings and to avoid congregate settings in physical locations:

- those that require a quorum or a presiding officer to be physically present at the specified location of the meeting; provided, however, that a quorum still must participate in the telephonic or videoconference meeting ○ TEX. GOV'T CODE § 551.122(b)

- TEX. GOV'T CODE § 551.127(a-3), (b)–(c), (e), (h)–(i)
- TEX. GOV'T CODE § 551.130(c)–(d), (i)
- TEX. GOV'T CODE § 322.003(d), (e)(2)
- TEX. GOV'T CODE § 845.007(f)(2)
- TEX. GOV'T CODE § 855.007(f)(2)
- TEX. CIV. PRAC. & REM. CODE § 74.102(f)
- TEX. INS. CODE § 2151.057(d)(1)
- TEX. LOCAL GOV'T CODE § 379B.0085(a)

- those that require physical posting of a notice; provided, however, that the online notice must include a toll-free dial-in number or a free-of-charge videoconference link, along with an electronic copy of any agenda packet ○ TEX. GOV'T CODE § 551.043(b)(2)–(3)

- TEX. GOV'T CODE §§ 551.049–551.051

- those that require the telephonic or videoconference meeting to be audible to members of the public who are physically present at the specified location of the meeting; provided, however, that the dial-in number or videoconference link provided in the notice must make the meeting audible to members of the public and allow for their two-way communication; and further provided that a recording of the meeting must be made available to the public ○ TEX. GOV'T CODE § 551.121(f)(1)

- TEX. GOV'T CODE § 551.122(d)
- TEX. GOV'T CODE § 551.125(e)–(f)
- TEX. GOV'T CODE § 551.126(d)(1)
- TEX. GOV'T CODE § 551.127(f), (j)
- TEX. GOV'T CODE § 551.130(e)–(f)
- TEX. GOV'T CODE § 551.131(e)(1)
- TEX. GOV'T CODE § 322.003(e)(3)
- TEX. GOV'T CODE § 436.054(e)
- TEX. GOV'T CODE § 845.007(f)(3)
- TEX. GOV'T CODE § 855.007(f)(3)
- TEX. AGRIC. CODE § 41.061(c)–(d)
- TEX. AGRIC. CODE § 41.1565(c)–(d)
- TEX. AGRIC. CODE § 41.205(d)–(e)

- TEX. AGRIC. CODE § 62.0021(c)–(d)
- TEX. EDUC. CODE § 66.08(h)(2)(B)
- TEX. FAM. CODE § 264.504(e)
- TEX. FIN. CODE § 11.106(c)(4)–(5)
- TEX. FIN. CODE § 154.355(d)(2)–(3)
- TEX. INS. CODE § 462.059(a)(1), (c)
- TEX. INS. CODE § 463.059(d)
- TEX. INS. CODE § 2151.057(e)
- TEX. INS. CODE § 2210.1051(b)(2)–(3)
- TEX. INS. CODE § 2211.0521(b)(2)–(3)
- TEX. LOCAL GOV'T CODE § 379B.0085(b)(2)–(3)
- TEX. SPEC. LOC. DIST. CODE § 9601.056(c)
- TEX. TRANSP. CODE § 173.106(e)–(f)
- TEX. TRANSP. CODE § 366.262(c)–(d)
- TEX. TRANSP. CODE § 370.262(c)–(d)

- those that may be interpreted to require face-to-face interaction between members of the public and public officials; provided, however, that governmental bodies must offer alternative methods of communicating with their public officials. ○ TEX. GOV'T CODE § 551.007(b)
- TEX. GOV'T CODE § 551.125(b)(1), (d)

These suspensions are in effect until terminated by the Office of the Governor, or until the March 13, 2020 disaster declaration is lifted or expires.

Houston Forensic Science Center, Inc.

VIRTUAL MEETING OF BOARD OF DIRECTORS

MINUTES

October 9, 2020

The undersigned, being the duly appointed secretary of the Houston Forensic Science Center, Inc., (“HFSC” and/or the “Corporation”) hereby certifies the following are true and correct minutes of the October 9, 2020 virtual meeting of the Board of Directors (the “board”) of the Corporation.

- A. In a manner permitted by the Corporation’s Bylaws, the meeting was called by providing all directors with notice of the date, time (instructions for Microsoft Teams access and call-in options) and purposes of the meeting more than three days before the date of the meeting.
- B. In accordance with Chapter 551, Texas Government Code and Governor Greg Abbott’s March 16, 2020 temporary suspension of certain provisions of the Texas Open Meetings Act, notice of this meeting was duly posted online to www.houstonforensicscience.org on October 6, 2020 along with a free-of-charge videoconference link, dial-in phone number and an electronic copy of the agenda packet, as required.
- C. The virtual meeting on Microsoft Teams was called to order by Board Chairwoman Stacey Mitchell at approximately 9 a.m. on Friday October 9, 2020.
- D. Board Secretary Jordan Benton called the roll. The following directors were present: **Stacey Mitchell** (the chairwoman’s photo was visible in her icon during the meeting,) **Philip Hilder** (“PH,”) **Anna Vasquez** (“AV,”) **Francisco Medina** (“FM,”) **Janet Blancett** (“JB,”) **Lois Moore** (“LM,”) **Vicki Huff** (“VH,”) **Ellen Cohen** (“EC”) and **Tracy Calabrese** (“TC”)

Mary Lentschke was absent from the meeting. Chairwoman Mitchell declared a quorum.

- E. Chairwoman Mitchell announced that HFSC’s virtual board meeting was being held in compliance with Governor Greg Abbott’s temporary suspension of certain provisions of the Texas Open Meetings Act in response to the COVID-19 pandemic.
- F. Chairwoman Mitchell said the board agenda included an email address and phone number for members of the public to use to address the board. The Chairwoman asked Secretary Benton if any members of the public wished to address the board. Ms. Benton said no one had requested to address the board. The chairwoman opened the meeting for public comment. No one addressed the board. Chairwoman Mitchell said that she would close the public comment period later in the meeting.
- G. Chairwoman Mitchell asked if any changes needed to be made to the September 11, 2020 board meeting minutes. No directors had changes. Director Cohen made a motion to approve the minutes. Director Hilder seconded the motion. The Chair called for a voice vote. The motion passed unanimously.

- H. Chairwoman Mitchell presented a chair's report. She said she spoke about evidence management, specifically sexual assault evidence, at HFSC's annual symposium co-sponsored by the Quattrone Center for the Fair Administration of Justice.
- I. Chairwoman Mitchell asked Secretary Benton if any members of the public had joined the meeting to speak during the public comment period. No one addressed the board, and the public comment period was closed.
- J. Dr. Stout told the board that the overall turnaround time slide in the board member's virtual packet was incorrect and they were sent a new one. It was also incorrect in the publicly posted document on HFSC's website and would be updated after the board meeting. He said the latent print and forensic biology/DNA sections continue to work through their backlogs, and that toxicology is a large part of the work being completed as that section also completes the oldest cases in its backlog. Dr. Stout said Ms. Rebecca "Becky" Green recently promoted from the latent print section's technical leader to section manager. Mr. Kristopher Wingert has been promoted from a crime scene investigator to a supervisor in the crime scene unit. Dr. Stout said throughout the pandemic, HFSC has continued to recruit for vacant positions without issue. He said some other vacancies have also been posted internally. Ms. Ashley Henry, manager of client services and case management, earned her paralegal certification from Rice University. Chairwoman Mitchell congratulated her on this accomplishment. Dr. Stout said HFSC held its annual symposium with the Quattrone Center for the Fair Administration of Justice. He said about 500 people participated in the virtual event that addressed evidence handling. He said questions about evidence disposal made it clear that another event to tackle in the future. Some exonerations depend on evidence being available to retest or reanalyze years after an incident. He said HFSC will work with the Quattrone Center to hold a future event focused on this topic. The Southwestern Association of Forensic Scientists, or SWAFS, also held its annual meeting in October. Dr. Stout said the virtual meeting had more than 1,400 registrants. HFSC presentations made up a large part of the agenda. Dr. Stout shared recent staff outreach events, including an HFSC-sponsored virtual murder mystery event in honor of National Forensic Science Week that had almost 200 attendees. HFSC staff built a website for the event that got about 3,000 visits. Staff selected five winners, one from Norway and another from Argentina.
- K. Dr. Stout said renovations at the vehicle examination building, where CSU processes vehicles for evidence, is progressing. The project is funded by a federal grant, the City of Houston, the Houston Police Department and a small grant match by HFSC. Dr. Stout said the insulation work has been completed and other work, such as installing new light fixtures, is moving along on schedule. He said he gave HFSC staff a virtual tour of the building during one of his weekly video messages. Dr. Stout said IT connectivity work will be completed after the rest of the other work is done on November 2. As a result, it will take longer for the VEB's security system to be integrated with the one at 500 Jefferson, but it will not compromise security.
- L. Dr. Stout reminded the board that presenting HFSC company goals annually is part of his contractual obligation. Of the five company goals, Dr. Stout revisited the production goal since that was not complete in September. Since the previous goal was based on turnaround times

and backlogs decreasing simultaneously, a built-in conflict, HFSC will use two different measures in the production goal for the upcoming year. The production goal for next year will look at lab analysis turnaround time and the average age of pending cases in the backlog. The lab analysis turnaround time goal, which looks at the time it takes from the moment testing begins to when it ends, will be 28 days or less. The second part of the production goal is to reduce the average age of pending cases by 30 percent. Support sections have their own target turnaround times that are separate from the production goals.

- M. Dr. Stout said the City of Houston and HFSC have reached an agreement for the City to provide federal dollars under the Coronavirus Aid, Relief, and Economic Security Act or CARES Act, that will cover the costs of certain pandemic-related expenses. Dr. Stout said the funding will help cover costs of weekly COVID-19 testing for staff through probably the end of the year, IT and network upgrades needed to make remote work more secure, and more toxicology outsourcing since the pandemic has delayed training and instrument validation. Dr. Stout requested the board approve the Second Amendment to the First Interlocal Agreement between the City of Houston and HFSC which will allow the City to give HFSC up to \$1,358,652.00 in CARES dollars to cover pandemic expenses. Director Hilder made a motion to approve. Director Blancett seconded the motion. Secretary Benton called the roll, and the following directors were in favor: Stacey Mitchell, Philip Hilder, Anna Vasquez, Francisco Medina, Janet Blancett, Lois Moore, Vicki Huff and Ellen Cohen. With none opposed, the motion passed unanimously.
- N. Dr. Amy Castillo, vice president and COO, told the board that some sections are still recovering from the shutdown caused by Hurricane Laura. She said most staff also worked from home for one day due to Hurricane Beta. Despite these disruptions, Dr. Castillo said the percentage of cases in the backlog decreased. Dr. Castillo said the seized drugs section was impacted most by the Hurricane Laura shutdown. The section is currently unable to do a lot of work from home. Funding from the CARES Act will help the section make the IT improvements necessary for staff to do more remote work. The seized drugs section is also facing the challenge of the new marijuana testing method, which launched September 8. The new semi-quantitative method allows analysts to differentiate between hemp and marijuana by determining whether THC levels in a plant product are above or below 1 percent. The new Texas law defines hemp as being a product from the *Cannabis sativa* L plant with a THC concentration of 0.3 percent or less. When the section launched the testing, the section had 16 requests that had accumulated over the year that marijuana testing was halted. By the end of September, the section had 78 marijuana testing requests and completed six. The new testing takes about twice as long to complete, so the section is working through the potential implications of this process long-term. The seized drugs section is also dealing with increased testing time for methamphetamine, or meth, since pills that come into the lab for analysis may or may not contain the controlled substance, in part due to a current shortage of meth on the streets. Increased enforcement efforts from the Drug Enforcement Administration to get meth off city streets, including Houston, is also contributing to this increase in testing time since more meth cases are being submitted. Dr. Castillo said the forensic biology/DNA section had exceeded their monthly internal backlog elimination goal for the month, bringing the backlog down to 946 cases. They succeeded despite an increase in the number of submissions received in September. Toxicology also made a dent in its backlog, though not as significant as in previous months because training has ramped up, as Dr. Dayong Lee, the section's manager, said would occur when she presented to the board in September. The blood alcohol backlog

decreased by about 100 requests and the backlogged drug outsourcing requests dropped by about 150. Dr. Castillo said the five new toxicologists should complete blood alcohol training between the end of October and January 2021, which will help make the section more sustainable in the long-term even though training might slow things down in the short term. Dr. Castillo said Ms. Green took over as the latent print section manager on September 19. The section will also begin its process improvement project on November 5, which will help identify further efficiencies in the process. Dr. Castillo said she expects to see a decrease in the number of latent print requests completed monthly since seven of the 10 team members will be on the process improvement team and dedicate 25 percent of their time to the project. The section has also been working with the Houston Police Department (HPD) to prioritize requests by identifying those that have been cleared by HPD so HFSC can in turn close any associated latent print requests that have not yet been completed. If the latent print work is needed as the case moves closer to trial, a new request will be submitted. So far, this new process has allowed the section to close between 12 and 15 cases per month, which is roughly the monthly output of one latent print examiner.

- O. Mr. David Leach, CFO and treasurer, reviewed highlights from an annual audit performed by Blazek and Vetterling, an independent certified public accounting firm. Mr. Leach said the annual audit consists of two parts and the auditors issued an unqualified opinion on both audits, meaning there were no official findings. However, Mr. Leach said the auditors found a significant deficiency worth noting. In this instance, the deficiency was in HFSC's failure to follow its own procedures when complying with federal grants. HFSC did not follow its own procedures for making purchases between \$10,000 and \$150,000. The auditors recommended HFSC re-emphasize to staff the procurement process and the need to adhere to policies and procedures. The finance division has acted on this recommendation. Chairwoman Mitchell asked Mr. Leach what action HFSC would take to avoid errors like this moving forward. Mr. Leach said as a corrective action, the finance division has a good system in place but needs to be more diligent in following their own procedures. That will be the focus going forward. Mr. Leach reviewed the treasurer's report and said capital spending is higher due to the 500 Jefferson building lease and the two LC-QQQ instruments leased for toxicology section. Personnel spending will be higher this year due to the \$1.6 million increase for toxicology to hire five new analysts.
- P. Ms. Courtney Head, manager of the forensic biology/DNA section, said the section is learning the implications of using a new probabilistic genotyping software, STRMix, which helps the section interpret DNA mixtures or an evidence sample with DNA from two or more people. Prior to implementation of the software, analysts were not able to interpret 56 percent of samples. Now only 23 percent of the section's samples are not interpretable. This allows the section to provide more information to stakeholders, but also increases the workload for analysts by 33 percent. Ms. Head said prior to implementing STRMix each analyst completed an average of about 24 cases monthly. Production has decreased by about 50 percent since analysts began using STRMix. Ms. Head said she anticipates production to increase by January as staff become more comfortable but they will not likely get to an average of 24 cases a month. The software has also impacted the CODIS unit, the team responsible for uploading profiles into the national database, the Combined DNA Index System. When a partial DNA profile is entered into the database, it can lead to almost 200 matches, which then must be sifted through one-by-one to determine a potential hit. Prior to the pandemic, the CODIS unit had fewer than 100 matches monthly. In September, there were 750 matches. Three profiles

alone generated 450 of those matches. This has created a great deal additional work for the CODIS unit, though they have maintained a 30-day turnaround time. However, if matches remain high it could pose issues in the future. Over the last few months, CODIS has provided an increased number of notifications to investigators, which could be a convicted offender match to an evidence profile in CODIS, or a case-to-case match, where evidence in one case matches evidence in a second case. Ms. Head said a new round of DNA analyst training recently began and should be completed by July 2021. To eliminate the section's backlog and continue training, the section must continue using federal grant dollars to pay commercial laboratories to test rape kits. Ms. Head said she anticipates the section will eliminate its backlog by November 2021, but there are many factors that could throw the section off track from its goal. She said she will update the board if setbacks occur. Director Blancett asked if the criteria for CODIS matching can be adjusted to help narrow the number of potential matches. Ms. Head said the section is exploring additional softwares, but implementation will take time.

- Q. Ms. Cheron Maxwell, the new DNA technical leader, introduced herself to the board. Originally from Hampton, Va., Ms. Maxwell earned her bachelor's degree in forensic science from Virginia Commonwealth University and a master's degree in forensic science from George Mason University. Ms. Maxwell began her career as a DNA technician at Bode Technology and was later promoted to an analyst position, where she focused on older cases and Innocence Project work. Ms. Maxwell initially joined HFSC in 2018 as a training coordinator where she designed training programs for technicians and writers, assisted with the section's transition to probabilistic genotyping and prepared analysts for written exams, mock trials and STRmix oral exams. As HFSC's new DNA technical leader, Ms. Maxwell will oversee the DNA laboratory technical operations, approve training programs, analyst authorizations and proficiency testing. She will also approve technical specifications and contracts for outsourcing agreements, and review and update standard operation procedures in compliance with the FBI's quality assurance standards and ISO 17025 standards. Ms. Maxwell told the board that the current DNA training program, which currently includes four staff members, has been overhauled to incorporate improvements and lessons learned from the previous round of training. DNA report writing is rigorous, so it has been divided into five parts: DNA interpretation, STRmix, CODIS, report writing and testimony. The goal is to ensure the training is producing competent and qualified analysts and includes lectures, practice exercises, written and oral exams and a mock trial. Ms. Maxwell said the goal is for participating staff to dedicate 75 percent of their time to training and 25 percent to fulfilling their current technician duties. The second goal is to implement assessments to track the trainees' progress. This includes four checkpoints to assess their understanding of the material and identify areas where additional training or mentorship is required. Lastly, the group is scheduling in advance the paperwork review for each trainee to provide the quality director, forensic biology/DNA manager and DNA technical leader enough time to review the voluminous material.
- R. Mr. Jerry Pena, director of the crime scene unit and multimedia section, said CSU responded to 36 homicide calls in September, compared to 24 in September 2019. As of October 9, Houston already had 14 more murders. Mr. Pena said Houston has seen a 34 percent increase overall in the city. Mr. Pena said CSU is also receiving more requests from HPD to respond to aggravated assaults. In September 2019, the unit responded to only nine aggravated assault calls. In September 2020, CSU responded to 30, which is still a small percentage since HPD

had 1,365 aggravated assaults in September. Mr. Pena said CSU does not have the capacity to respond to more calls since it has only 28 personnel. He added that some of those 28 people are still in training or on extended military leave. This places tremendous mental and emotional strain on the CSIs, leading to burnout. Mr. Pena said services are available to CSIs to help with any emotional challenges. Next month, Mr. Pena will present to the board a five-year plan to expand CSU so it has more adequate staffing, equipment and training. Chairwoman Mitchell said she is concerned about the impact on staff from the combined effects of increasing crime, COVID-19, insufficient staffing and increased requests. She said additional staff is the only solution. Dr. Stout added that the repercussions of CSU's inadequate staffing levels and internal burnout from overworked staff will impact stakeholders since someone else will need to account for the work. Mr. Pena shared how CSU is continuing operations at the vehicle examination building as renovations are ongoing, noting there too the section is seeing a significant increase. Mr. Pena said last September, CSU received 44 vehicles compared to 59 this year. CSIs use the same procedures to process a vehicle as they do any crime scene, so it takes time. Mr. Pena thanked HPD for allowing CSU to store vehicles in their lot during the renovation and said the group is using tarps to protect the vehicles from potential contamination as construction continues.

- S. Ms. Erika Ziemak, quality director, said the quality division met its monthly goals for blind quality control submissions in September. Ms. Ziemak told the board that a firearms examiner, who has correctly identified blinds in the past, incorrectly identified a real case as a blind. The request asked for the examiner to compare a .32 caliber cartridge to a .38 caliber revolver, and this, along with other details in the case led her to believe it was a blind. But it wasn't. The forensic biology/DNA section discovered a blind when the section's triage team reached out to HPD to inquire about the case and the investigator, in response to the question, forwarded a quality division email noting the case as a blind. A toxicology blind came back with a result that was outside the expected range for blood alcohol content. The sample came from the same lot as several other samples that had already been tested so the quality division knew what the expected results should be. The quality division requested the toxicology section retest the sample along with the two other tubes in the collection kit, which also had a lower concentration than expected. The additional testing gave the same result as the first analysis, confirming the reliability of the toxicology section's analysis. The quality division now had three potential hypotheses: there was not enough preservative added to the tubes at time of manufacture, the tubes created at the vendor lab were not homogenous or there could be an issue with the tube's seal, which could have happened prior to getting to the vendor laboratory. The quality division then had an outsourcing laboratory test the samples in the three tubes and those results were the same as those of HFSC's toxicology section. The quality division has narrowed down the root cause of the issue to be either a problem with how the sample was created by the vendor laboratory or to the manufacturing of the tube itself. The quality division will continue to investigate the matter but may never determine the root of the problem. Finally, the forensic biology/DNA section also discovered two blinds when both were sent to a commercial laboratory for analysis. Each blind included one item of evidence and one known reference sample. During the commercial laboratory's analysis, they found that each reference sample had the same DNA profile but two different names, a red flag. The external laboratory contacted HFSC with their results, alerting forensic biology/DNA staff to the potential that both cases were in fact blind quality controls, which they were. Ms. Ziemak said this instance confirmed the outsourcing lab's quality control checks are functioning as expected. The blind cases will continue through the rest of HFSC's process since the analysts themselves are

unaware which cases are in fact controls. HFSC's forensic biology/DNA section will be assessed to the FBI quality assurance standards (QAS) between October 13 and October 15. This is the first time the section will be assessed to the updated QAS standards. HFSC must meet these standards to access CODIS. The assessment team is made up of three auditors. One will be onsite and two will participate remotely. Ms. Ziemak said HFSC received a dissatisfied survey response regarding the multimedia division. The quality division has reached out to the HPD investigator that completed the survey and has interviewed members of the multimedia section that may have been involved. It appears this is a case of miscommunication, but a final conclusion will be shared at a future board meeting. She added that going forward, survey findings will be presented quarterly. Ms. Ziemak said a crime scene investigator had received a non-consensus result on a proficiency test. The CSI had reported three of six presumptive tests for blood as negative when they should have been positive. The quality division is ensuring the CSI is able to properly perform this test and is auditing 200 of his cases. The findings will be reported to the board. Ms. Ziemak said 23 analysts have testified this year. Three have not been monitored as required by accreditation. If there is not a future opportunity to monitor these analysts' testimony this year, the quality division will meet the accreditation requirement by reviewing the court transcripts. Ms. Ziemak said the transcript review project, a step HFSC takes that goes beyond accreditation requirements, revealed a seized drugs analyst could benefit from additional training to make their testimony more fluid. That training has been provided.

- T. Chairwoman Mitchell requested a motion to adjourn the meeting. Director Hilder made a motion to adjourn. Director Cohen second the motion. The meeting ADJOURNED at approximately 11:27 a.m.

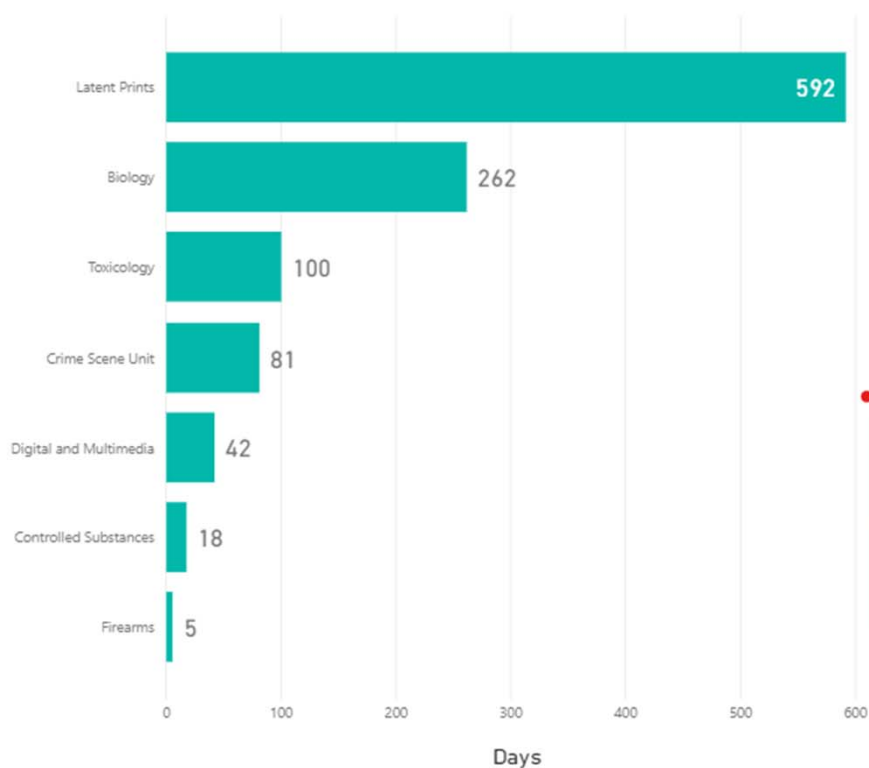
By: _____

Jordan Benton Secretary

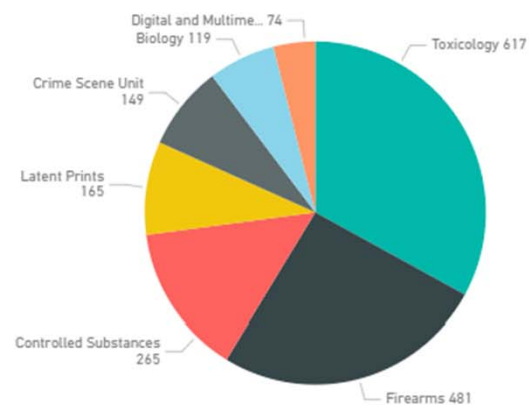
President's Report

November 13, 2020

Average Turnaround Time for October 2020



Requests Completed by Section



Turnaround Time - Days

114

Completed Requests

1870

Month Completed

- ☐ 01-January
- ☐ 02-February
- ☐ 03-March
- ☐ 04-April
- ☐ 05-May
- ☐ 06-June
- ☐ 07-July
- ☐ 08-August
- ☐ 09-September
- ☒ 10-October

Year Completed

- ☐ 2014
- ☐ 2015
- ☐ 2016
- ☐ 2017
- ☐ 2018
- ☐ 2019
- ☒ 2020

This data is current as of 10/30/2020.

Staffing Nov. 3, 2020

- | | |
|--|---|
| <ul style="list-style-type: none">• 203 staff<ul style="list-style-type: none">• 195 HFSC employees• 7 City of Houston civilians• 1 toxicology fellow (Army)• 10 open positions, 2 offers accepted<ul style="list-style-type: none">• 1 forensic biology/DNA analyst• 1 seized drugs analyst• Latent print supervisor promoted to technical lead• Forensic biology/DNA training coordinator: filled internally• Forensic biology/DNA analyst accepted new role of assistant CODIS administrator | <ul style="list-style-type: none">• 8 active vacancies<ul style="list-style-type: none">• External and internal search<ul style="list-style-type: none">○ 1 crime scene investigator○ 2 crime scene trainee apprentices (new)○ 1 latent print processor○ 1 quality specialist○ 1 toxicology analyst• Internal search<ul style="list-style-type: none">○ 1 crime scene supervisor (new) |
|--|---|



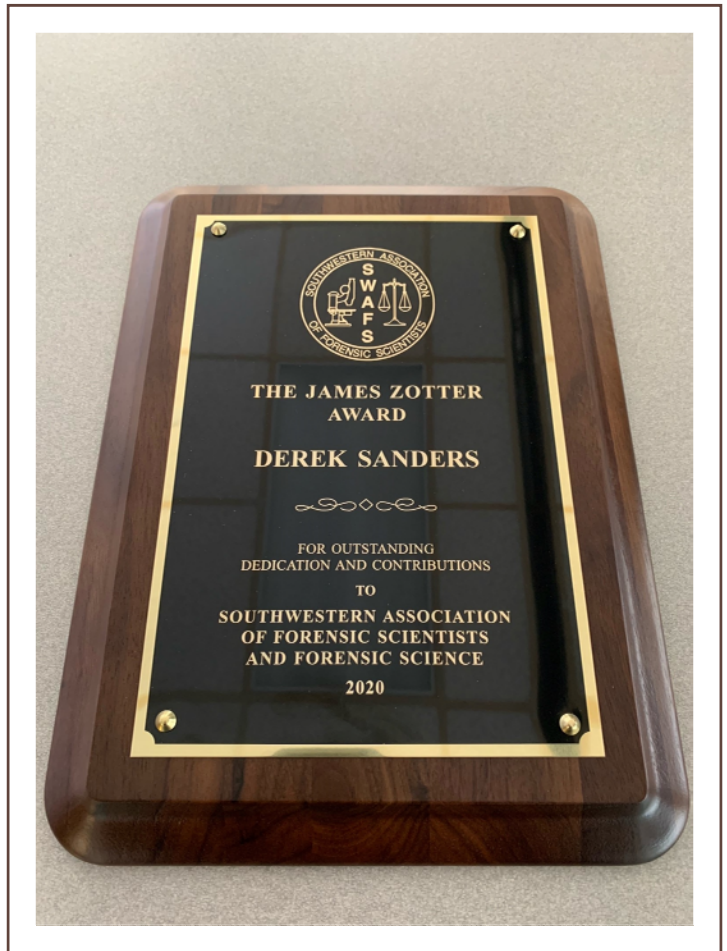
Certifications

- Brent Larsen – GIAC Certified Forensic Examiner (GCFE)
 - Global Information Assurance Certification (GIAC)
- Certified Crime Scene Analyst (CCSA) by the International Association for Identification
 - Victoria Boren
 - Molli Dailey
 - Amanda Guszak
 - Kalee Winford



Derek Sanders: James Alan Zotter award

Seized drugs analyst, Derek Sanders, has been awarded the Southwestern Association of Forensic Scientists' James Alan Zotter award for his dedication and contribution to forensic science.



Outreach

- News conference about research on impaired driving trends in Houston
- Meeting with Council Member Abbie Kamin, chair of the public safety committee
- Presentation on emergency preparedness at Bode 2020 Annual Forensic DNA Conference
- In-person presentation to the HPD Citizens' Academy
- Presentation on accreditation, standards and blind quality controls along with Erika Ziemak, TFSC's Lynn Garcia and NIST's Mark Stolorow at the Center for American and International Law (CAIL)



Staff outreach

Virtual outreach:

- Firearms Manager Donna Eudaley presented to the South Texas College of Law
- Carina Haynes, CSU supervisor, presented to Dekaney High School about being a CSI
- Seized Drugs Manager James Miller presented to the HPD academy
- Jazmyne Burren, seized drugs analyst, spoke at Sheldon ISD's STEM academy
- CSIs Michaila Duncan and Jordan Ashworth presented to the HPD academy
- HFSC Teach the Teachers series: Laurissa Pilkington and Jonathan Petranek, latent print examiners, spoke to high school teachers
- Skype a Scientist: Tracy Lipskoch presented to two high school classes in California
- Tracy Lipskoch presented to the University of Houston's American Chemical Society

In person:

- Tracy Lipskoch and Adam Whitman, both of latent prints, presented to HPD's Citizens' Academy



Vehicle Examination Building (VEB)

Renovation Project Update



Vehicle Examination Building (VEB) Renovation Project

Update (11/13/2020)

This project was supported by Award No: 2017-DN-BX-0176, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect those of the Department of Justice.

Project status:

- VEB construction targeted for completion November 13, punch list walk through scheduled November 12
- CenterPoint new transformer and upgraded electrical service completed. HVAC, insulation, electrical, structural steel, garage doors, rest room, new pedestrian safety egress door from bays all targeted for completion November 13
- 500 Jefferson Landlord/CrownCastle IT fiber license agreement signed November 2. CrownCastle building surveys completed, two required IT permits submitted to City of Houston November 4
- CrownCastle VEB IT site work commenced November 2, targeted for completion November 15
- CrownCastle/HFSC IT will then work on interim VEB/500 Jefferson IT network connectivity, targeted for November 30. This will allow operation of VEB keypads/cameras (same as HFSC's current systems, with monitoring from 500 Jefferson). Keypads and cameras targeted for install December 1.
- Final CrownCastle/500 Jefferson connectivity targeted for Jan. 21, 2021

Budget status

- Project budget \$152,000, 75% grant, 25% HFSC match. VEB HVAC install is a separate city-funded project
- Committed to date (construction/keypads/cameras): \$147,200
- Need to add cost of new bays, wall installation covering to allow power washing, plus evaluate if any additional IT equipment required. Evaluating, obtaining quotes
- Work must be completed by Dec. 31. 2020 and paid for by March 31, 2021 to qualify for grant. On schedule to meet this requirement





HOUSTON FORENSIC SCIENCE CENTER, INC.

Regular Meeting of the Board of Directors

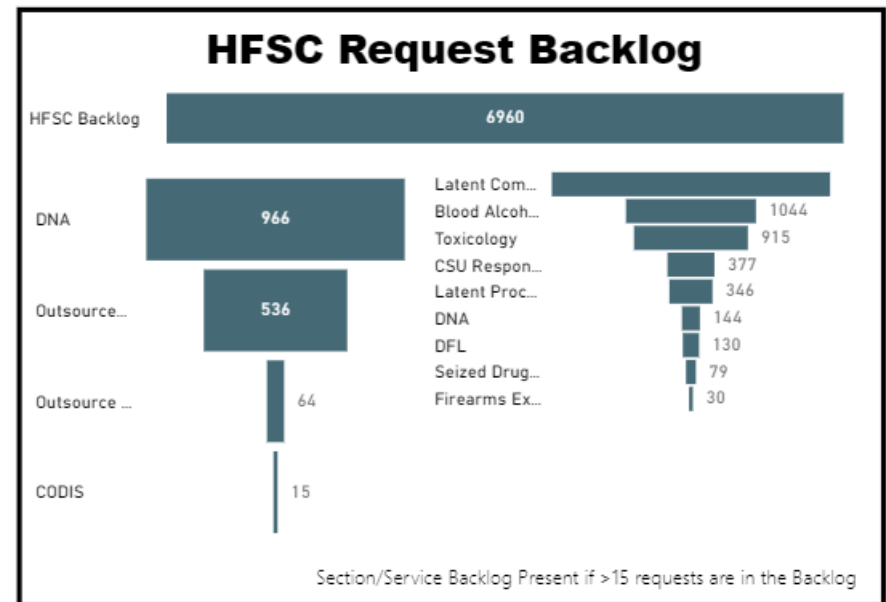
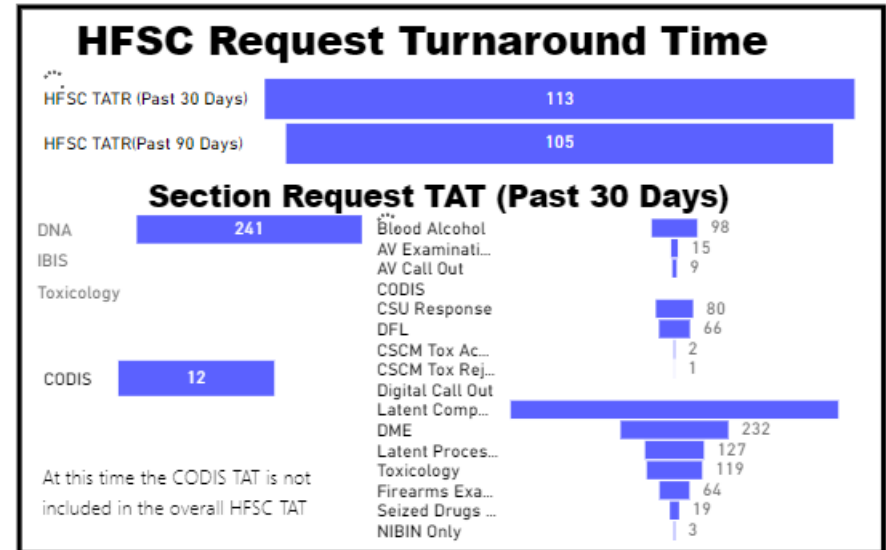
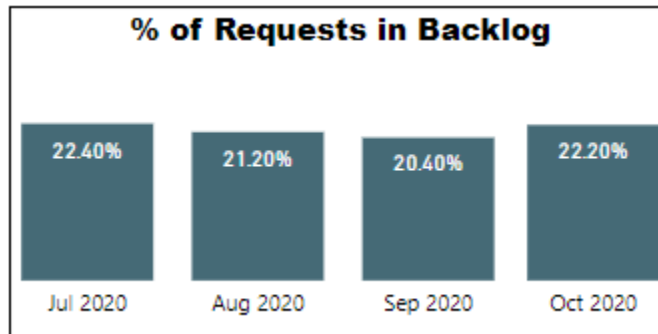
November 13, 2020 at 9:00 a.m.

Agenda Action Item No.:	7. Consider authorizing Dr. Stout to approve an additional purchase of 15 Quantifiler Trio kits from ThermoFisher Scientific, increasing the total amount of the existing agreement and purchase order between ThermoFisher Scientific and the Corporation, to \$475,030.00, and possible related action.
Subject:	Approval to purchase additional QuantTrio kits for the HFSC Forensic Biology Section.
Background:	The HFSC Forensic Biology section (FBIO) must purchase reagents to complete DNA analysis and interpretation for casework. Globalfiler kits and QuantTrio kits are the only reagents validated by FBIO and ThermoFisher Scientific is currently the sole source for the required reagents. At the May 2020 board meeting, the Board approved the purchase of 20 Globalfiler kits and 60 QuantTrio kits for a total amount of \$460,030.00, for a one-year term. Since that time, ThermoFisher Scientific has made an additional 15 QuantTrio kits available for the Corporation's procurement, at a reduced price. Because QuantTrio kits are necessary for FBIO casework, this procurement results in an overall cost savings to HFSC.
Executive Summary:	Pursuant to the Board of Director's Resolution No. 2015-001 and the Corporation's financial procurement policies, any expenditure over \$200,000.00 shall be approved by the Board or collectively by the President and CEO, Chair of the Board and Chief Financial Officer and Treasurer. Although the purchase order (PO 20-06-004) is split into multiple payments, the total expenditure due under this agreement, is controlling. The increased cost of the additional 15 QuantTrio kits must be added to the total expenditure of the previously approved agreement, thus, the Board must approve the increased total contract value of \$475,030.00.
Fiscal Impact:	Anticipated costs will fit within existing budget line items.
Staff Recommendation:	Staff recommends approval.
By:	Dr. Peter Stout, President and CEO Legal review by General Counsel

Operations Report

November 13, 2020

October 2020 Company Overview

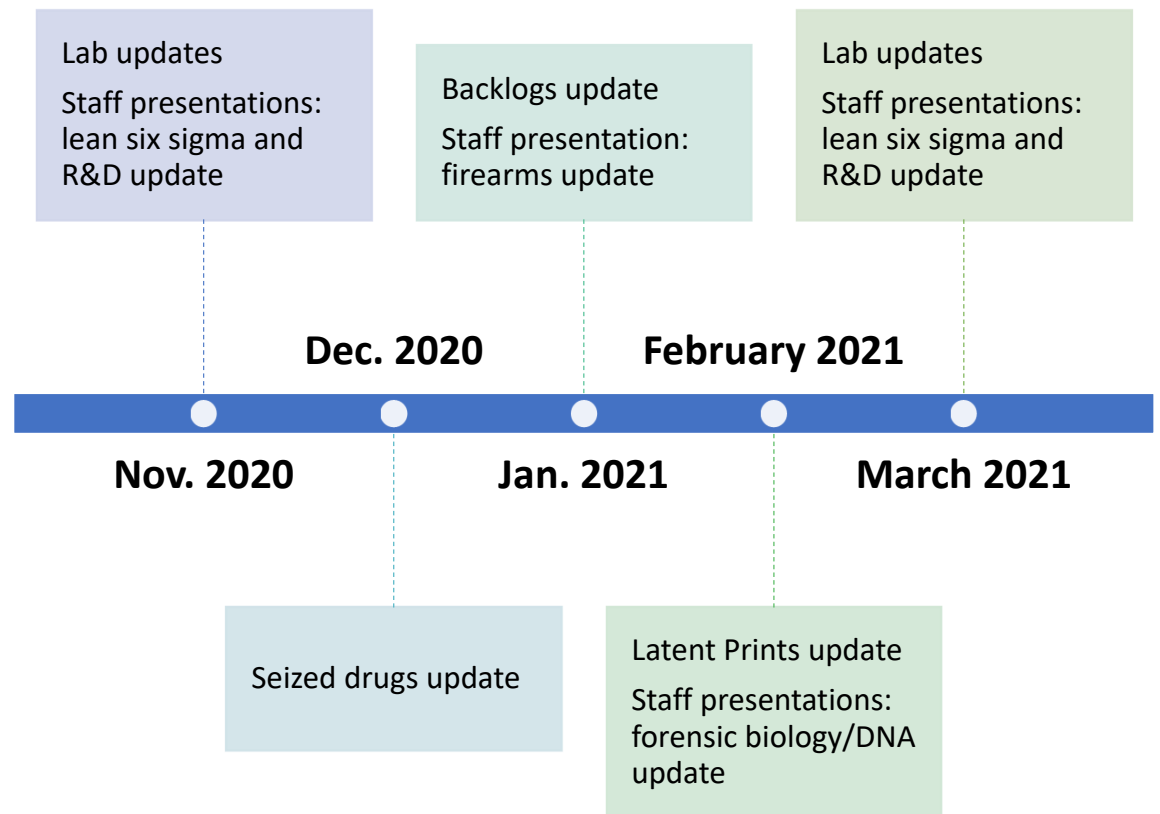


Highlights

- Schedule for operations report highlights
- Section updates

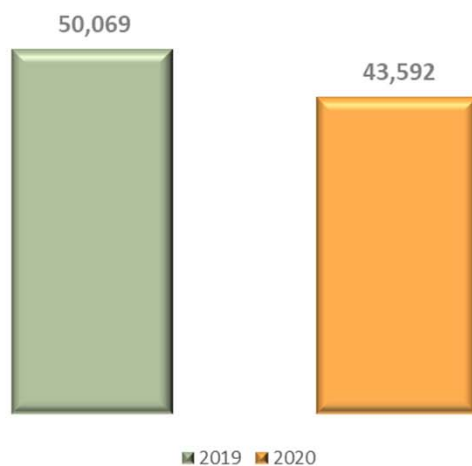


What to expect



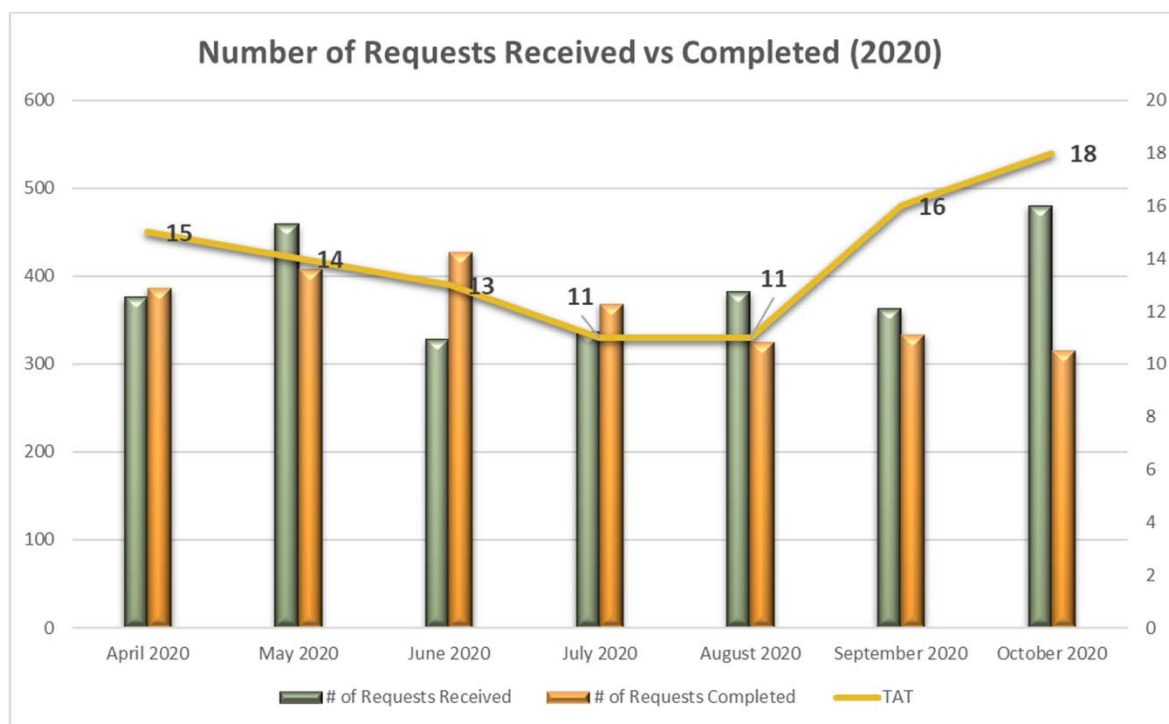
Client Services and Case Management

NUMBER OF ITEMS TRANSFERRED APRIL-OCTOBER
(2019 VS 2020)



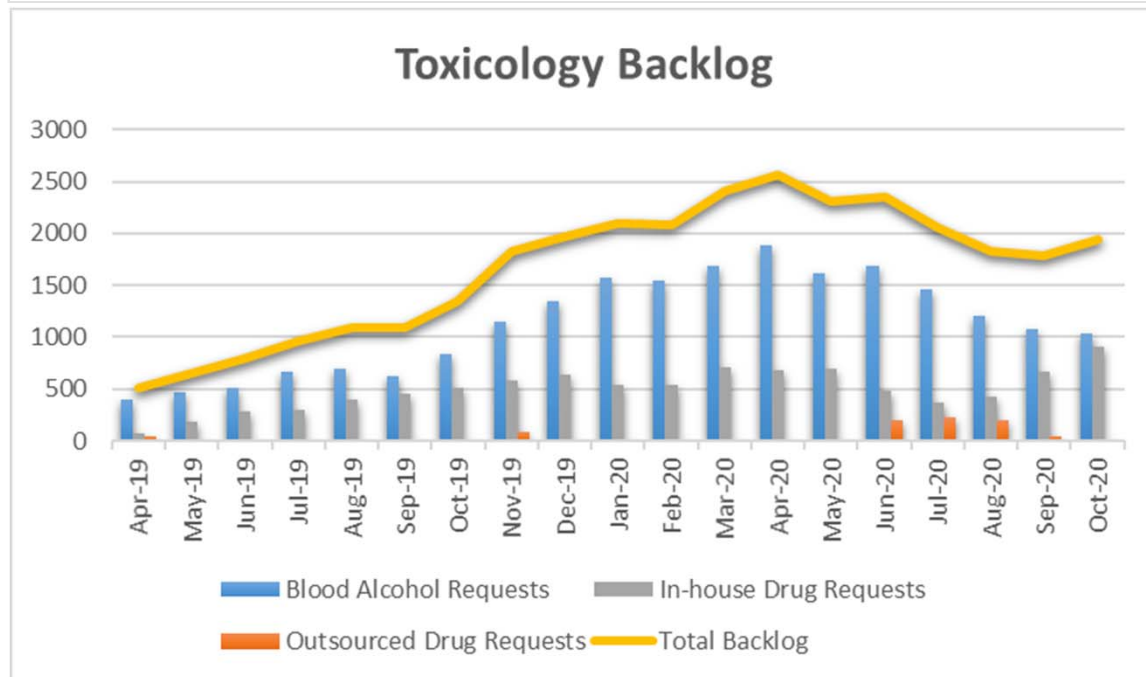
- Section keeping up with evidence transfers despite rotating schedules
- Less than a 3-day turnaround time for toxicology accessioning maintained throughout pandemic
- Implemented electronic delivery of records requests

Seized Drugs



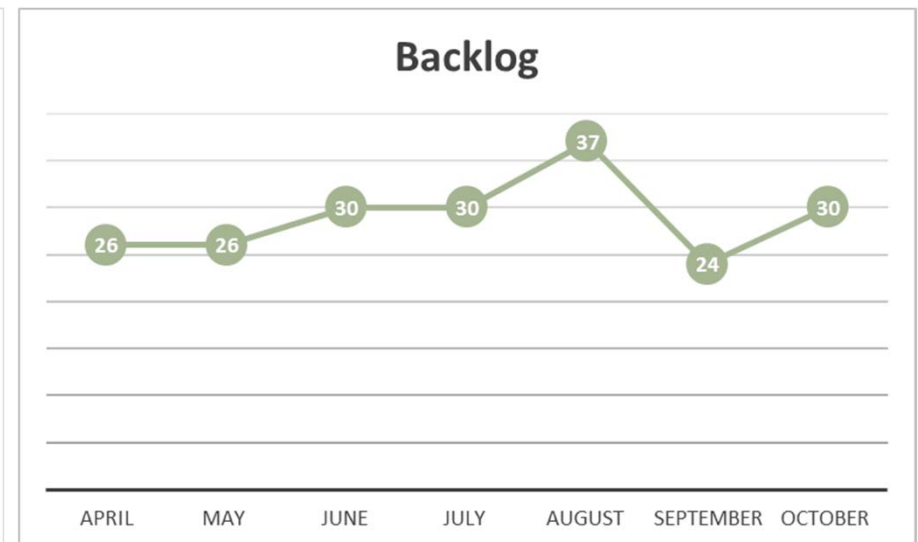
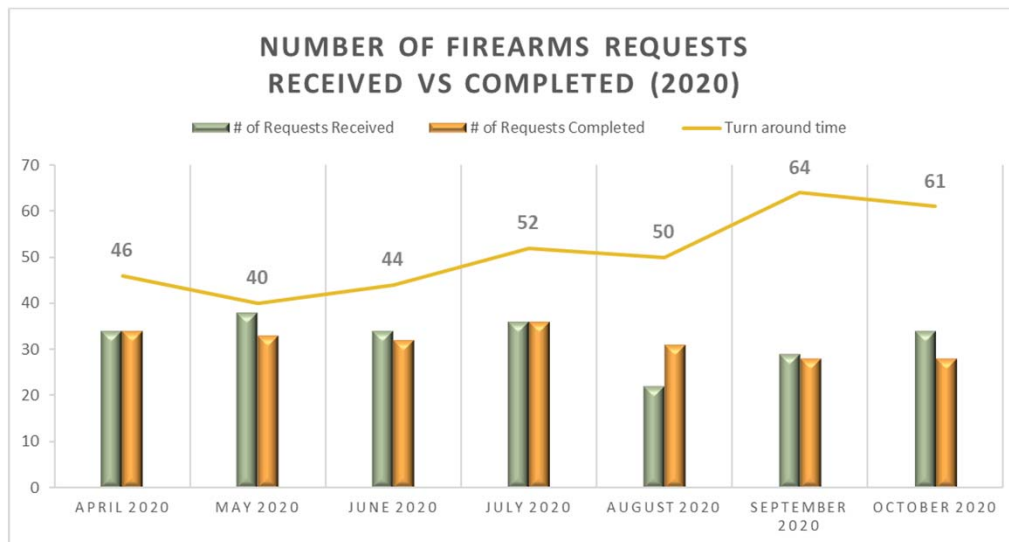
- Throughout pandemic, the section has maintained an average 14-day turnaround time despite rotating schedules
- 47 backlogged requests. Of those, 39 are requests for marijuana (THC) analysis using new method
- Requests increased in October. Unclear if this is a trend back to pre-COVID request levels or an outlier
- Instrument network being implemented. Upgrade will enable more remote work, implementation will cause delays

Blood alcohol/toxicology



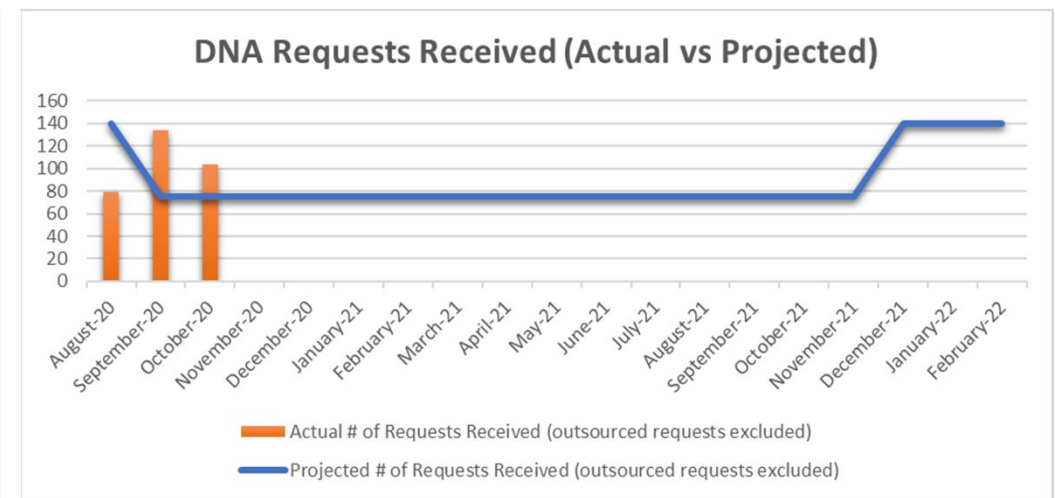
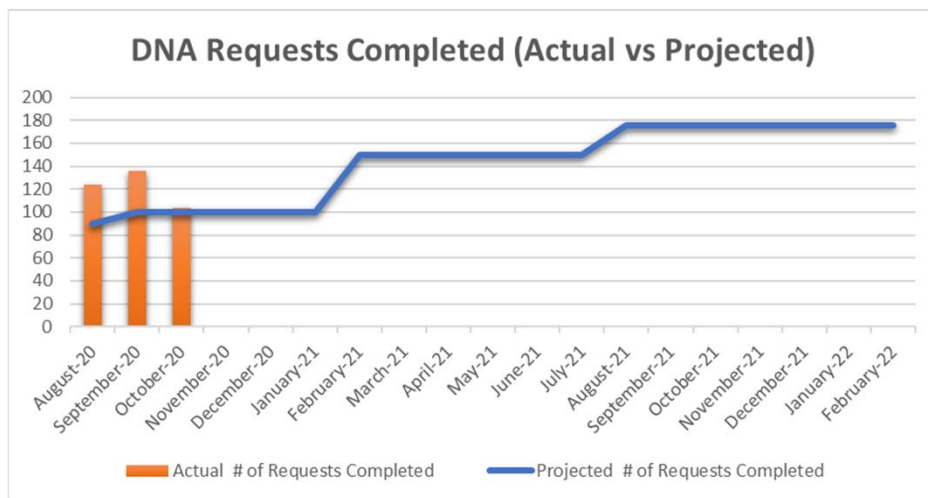
- Training 5 new analysts
- Despite pandemic, section has increased production compared to 2019
- Section on track to meet 3-year plan expectations

Firearms/National Integrated Ballistic Information Network (NIBIN)



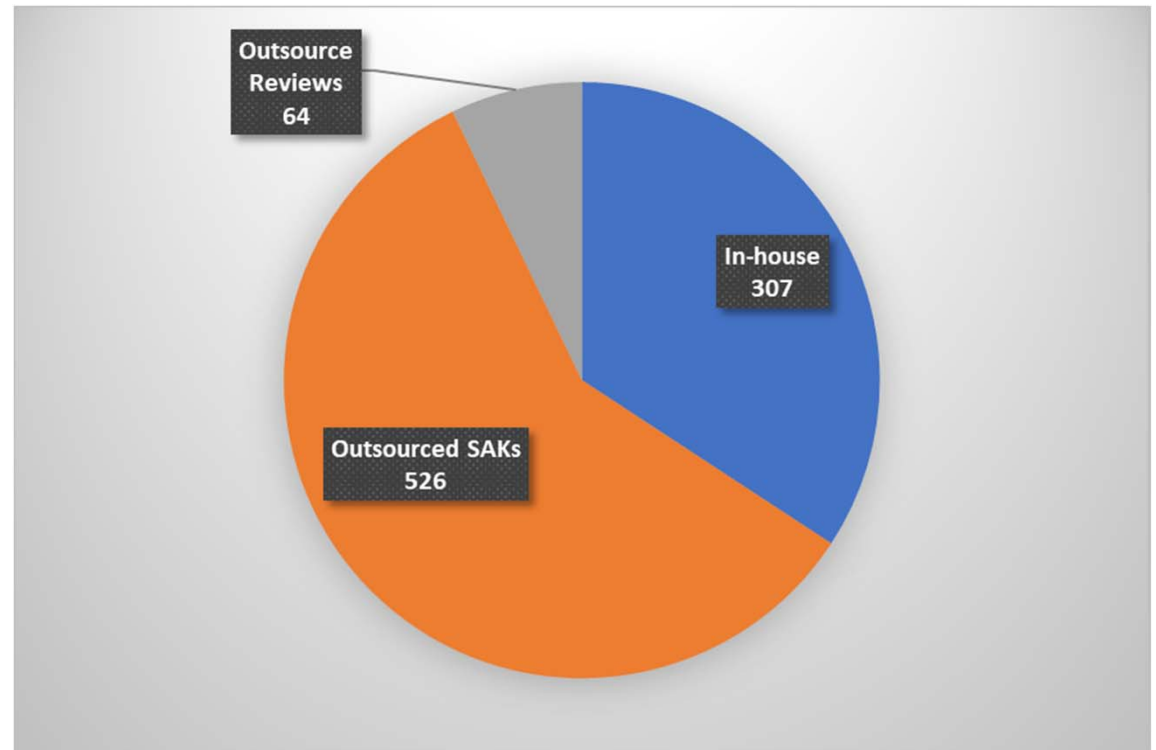
- Two teams of examiners, rotate one week onsite, one week work from home. NIBIN technicians not separated.
- Throughout the pandemic, section has maintained an average 45-hour turnaround time for NIBIN.
- Firearms comparison request turnaround time has increased during the pandemic, however the number of backlogged cases has remained steady.

Forensic Biology



- Projected backlog at the end of October: 940 Actual: 962
- Timeline is being adjusted to account for promotion of DNA analyst to training coordinator and missing October target
- October challenge: requests greater than anticipated during the past two months

Sexual Assault Kit (SAK) Backlog 897



Definitions:

In-house: sexual assault kits that will be processed by HFSC

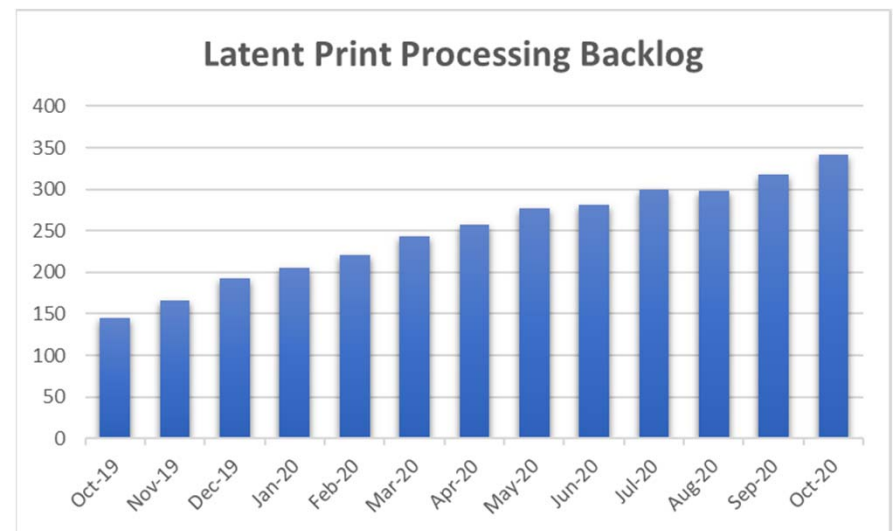
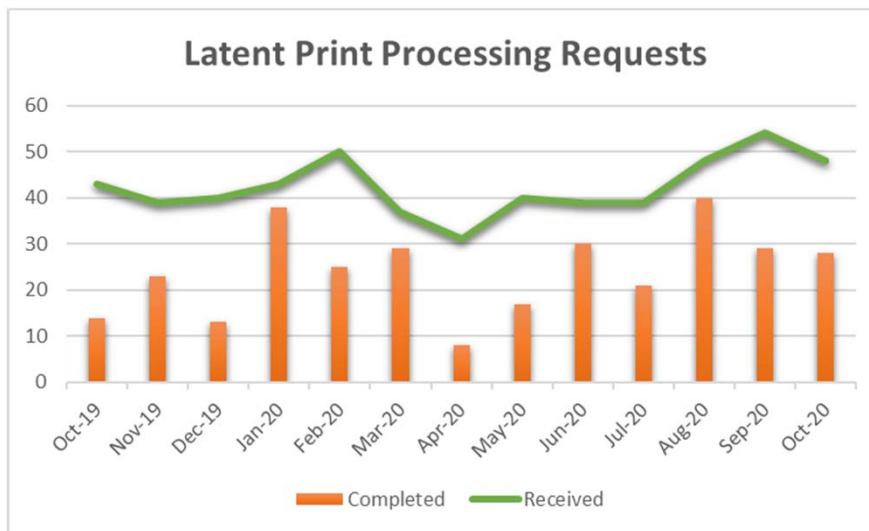
Outsourcing: sexual assault kits that will be tested by a commercial laboratory

Outsource reviews: sexual assault kits that have been tested by a commercial laboratory but require HFSC review to determine if DNA profiles are eligible for upload into the DNA database

Latent Prints

Latent print comparison backlog: 2,228

Latent print processing backlog: 342



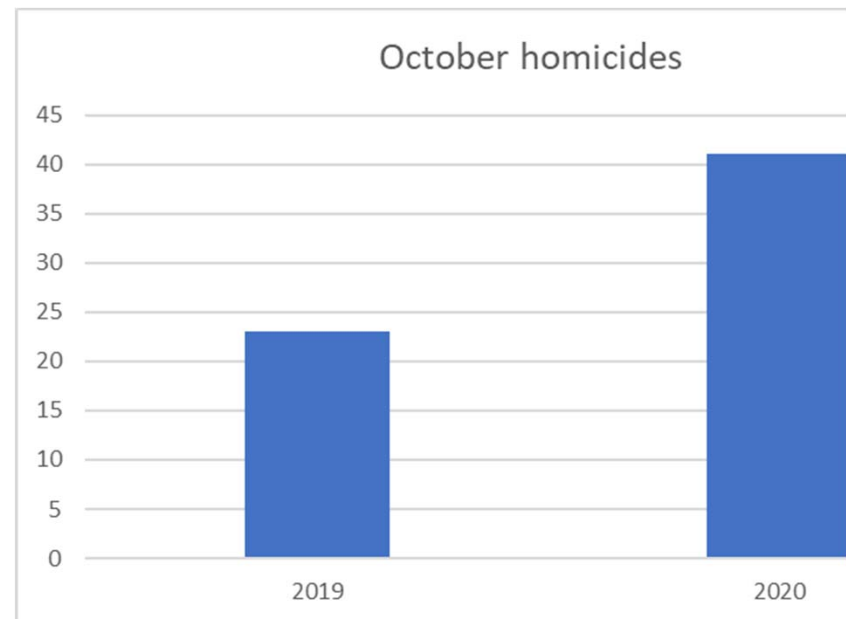
- Lean six sigma project started November 5
- Shifting a latent print examiner vacancy to a processor position
- Technical leader position filled by latent print supervisor

Improving Public Safety

Crime Scene Unit

Comparing October

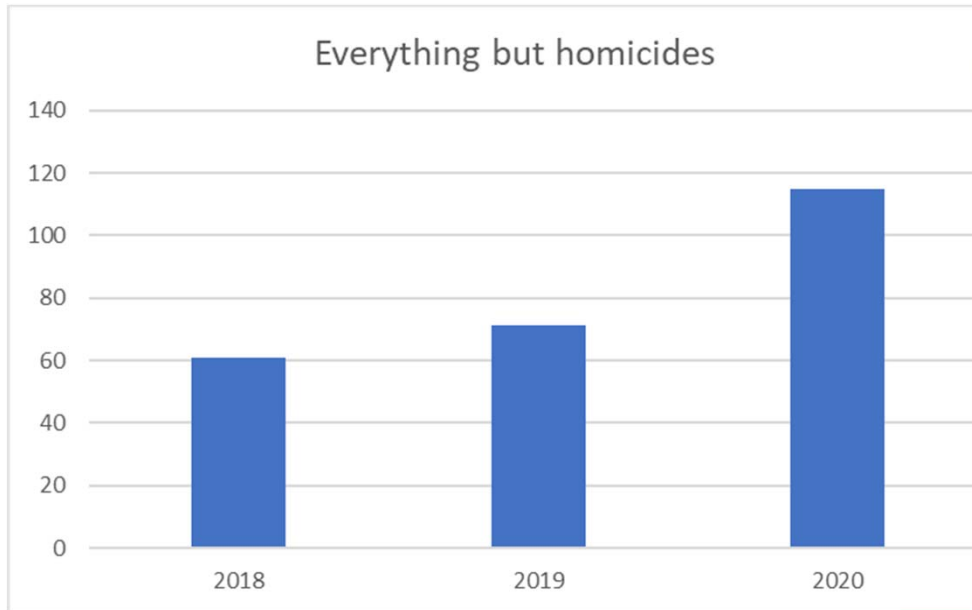
- October 2020 surpassed the averages for 2018 AND 2019
- All request types increased in October 2020, except child death scenes
- HFSC's CSU is still only responding to the most violent crimes in the city and barely 1 percent of aggravated assaults



Dates	1/1/2019-10/26/2019	1/1/2020-10/26/2020	Percent increase/decrease
Milwaukee	82	163	99%
Chicago	433	658	52%
Memphis	151	229	52%
Pittsburgh	30	44	47%
Houston	229	327	43%
Philadelphia	294	414	41%
New York City	282	390	38%
St. Louis	166	220	33%
Los Angeles	221	272	23%
Dallas	174	210	21%

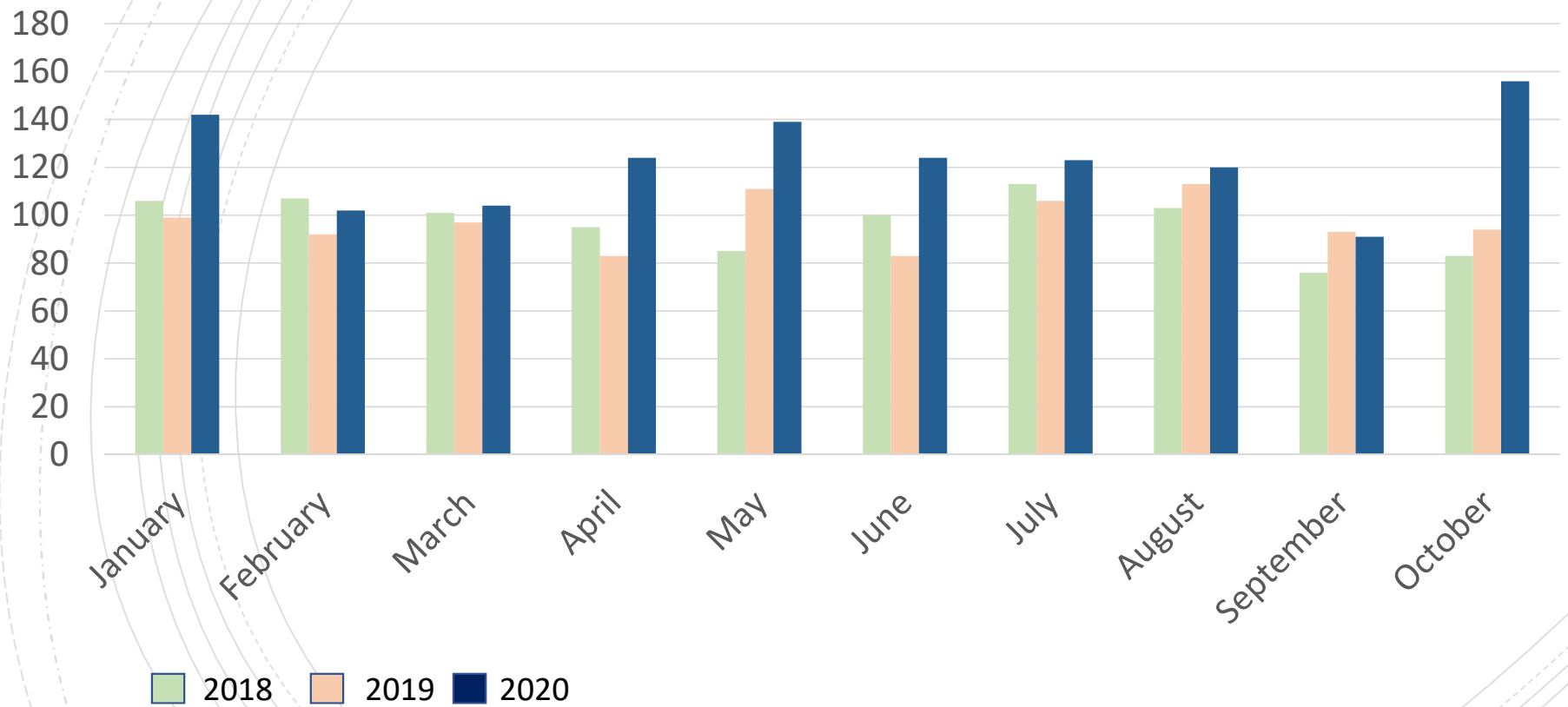
Large urban areas

- All 10 urban areas, including Houston, have surpassed their total number of homicides for 2019
- Difficult, and sad, for all
- Why is this different for HFSC?
 - Chicago: 200 CSIs
 - HFSC: 22 CSIs

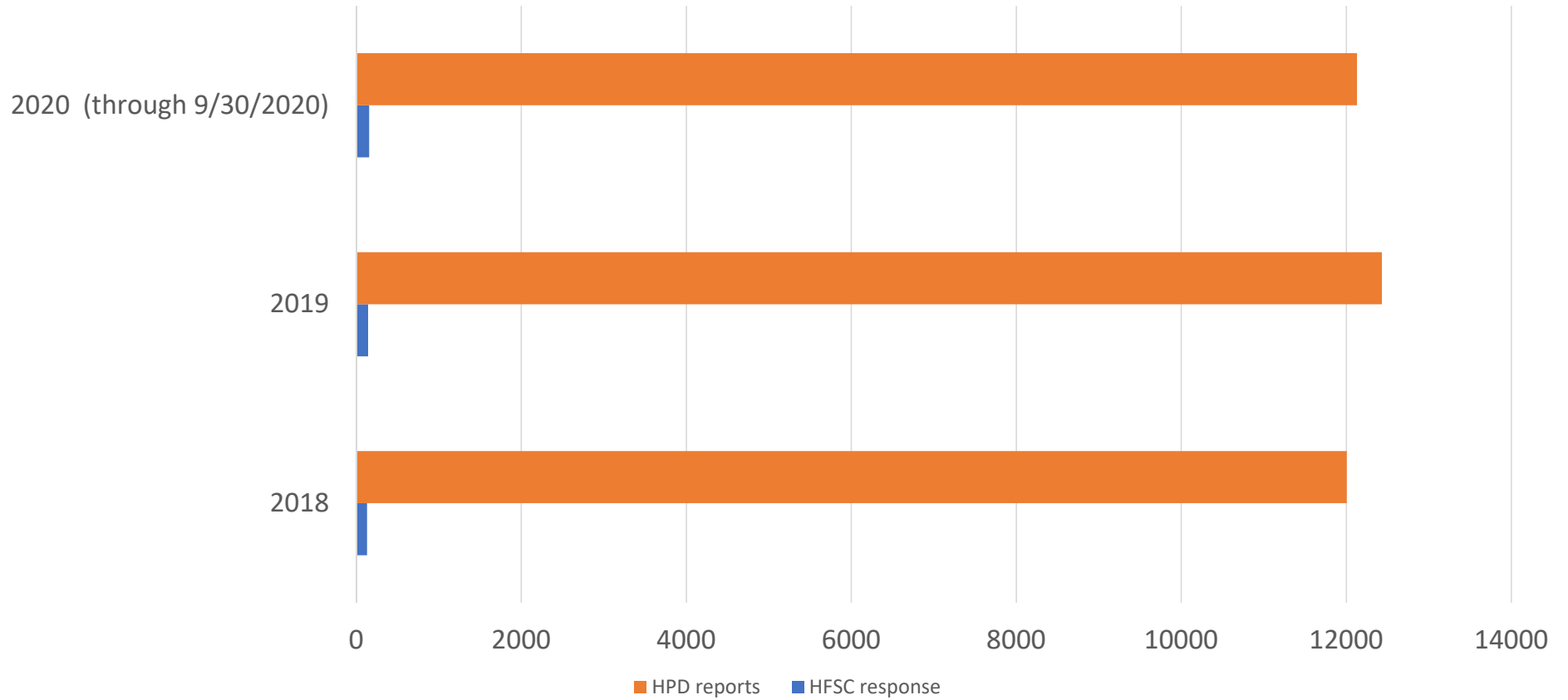


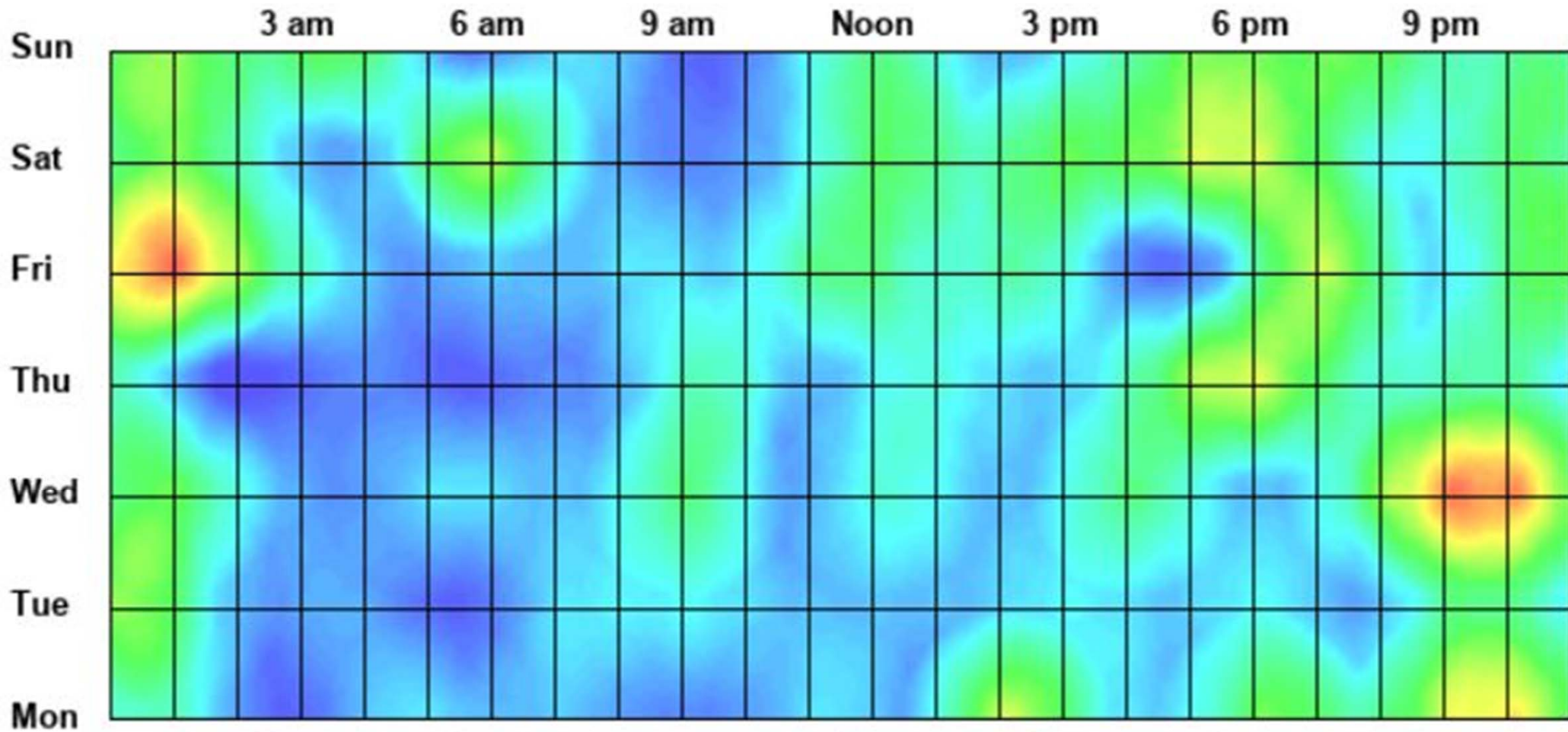
October over the
years: everything
but homicides

Total requests month over month: 2018 to 2020
From 2018 to 2020: **26% increase**



Aggravated assaults: HPD vs. HFSC





Crime Day of Week by Hour: Homicides

To meet immediate needs

- 5 CSI vacancies being filled using University of Tennessee's National Forensic Academy spots
- Shifting vacancies from other sections to create one **new** supervisor
- Replacing the remaining vehicles from HPD
- No additional funds
- Leaves open positions in other sections
- Lean six sigma strategies

Improving Public Safety: CSU's 5-Year Plan

November 13, 2020

Five years: 2022-2026

30 CSIs

6 supervisors

10 new vehicles

Capital investments for improved scene documentation = \$320 thousand over 5 years

By 2026: 52 CSIs, 10 supervisors, 2 directors = 64 CS/CM

By 2026: 26 vehicles, 1 command vehicle, 4 FARO units, 3 UAVs

TOTAL ADDITIONAL FUNDING: \$9.13 million over 5 years

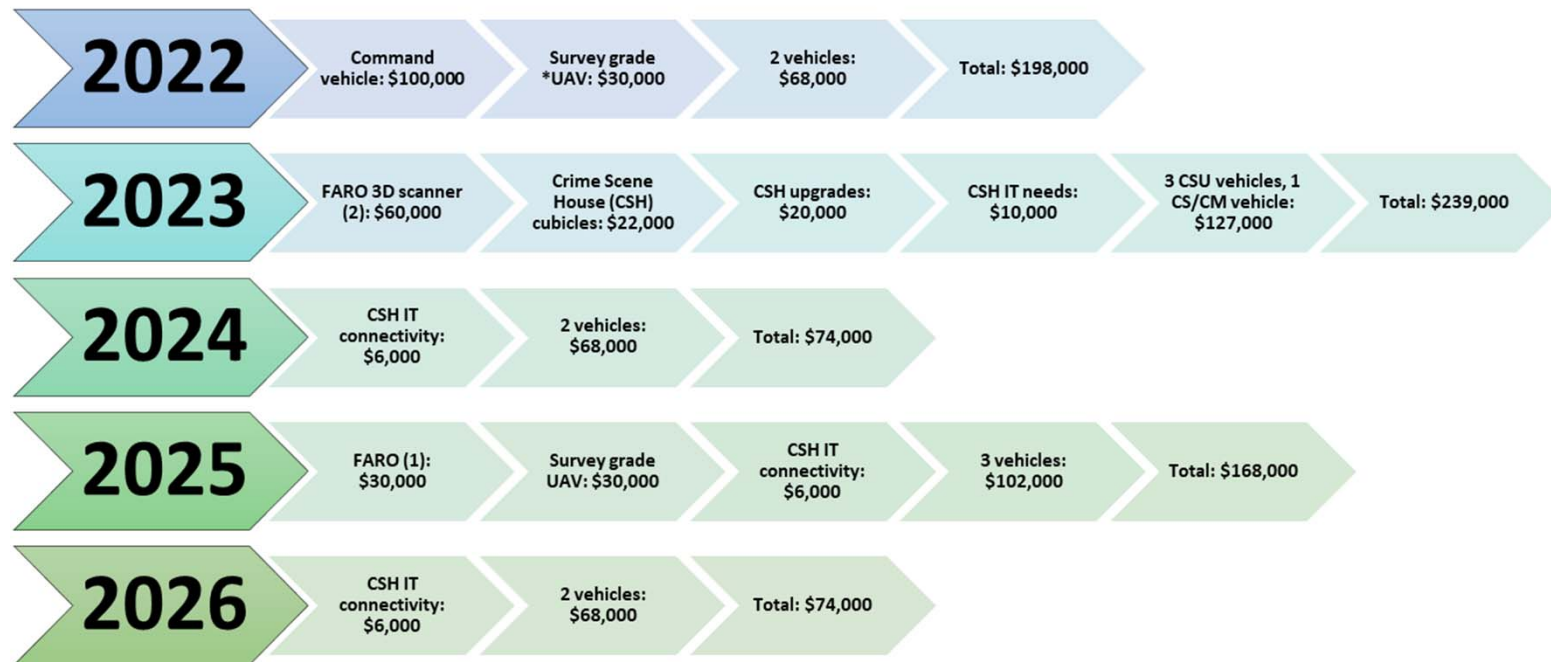
HOUSTON'S REAL CSU NEEDS: 100-150 staff

Not included:

- Additional instruments and supplies for other forensic labs as more evidence collected leads to more requests for analysis system-wide

2022			
6 CSIs	1 supervisor	1 CS/CM	= \$560,000
↓			
2023			
6 CSIs	1 supervisor	1 CS/CM	= \$1,103,000
↓			
2024			
6 CSIs	1 supervisor	1 CS/CM	= \$1,660,000
↓			
2025			
6 CSIs	1 supervisor	1 CS/CM	= \$2,230,000
↓			
2026			
6 CSIs	1 supervisor	1 CS/CM	= \$2,830,000

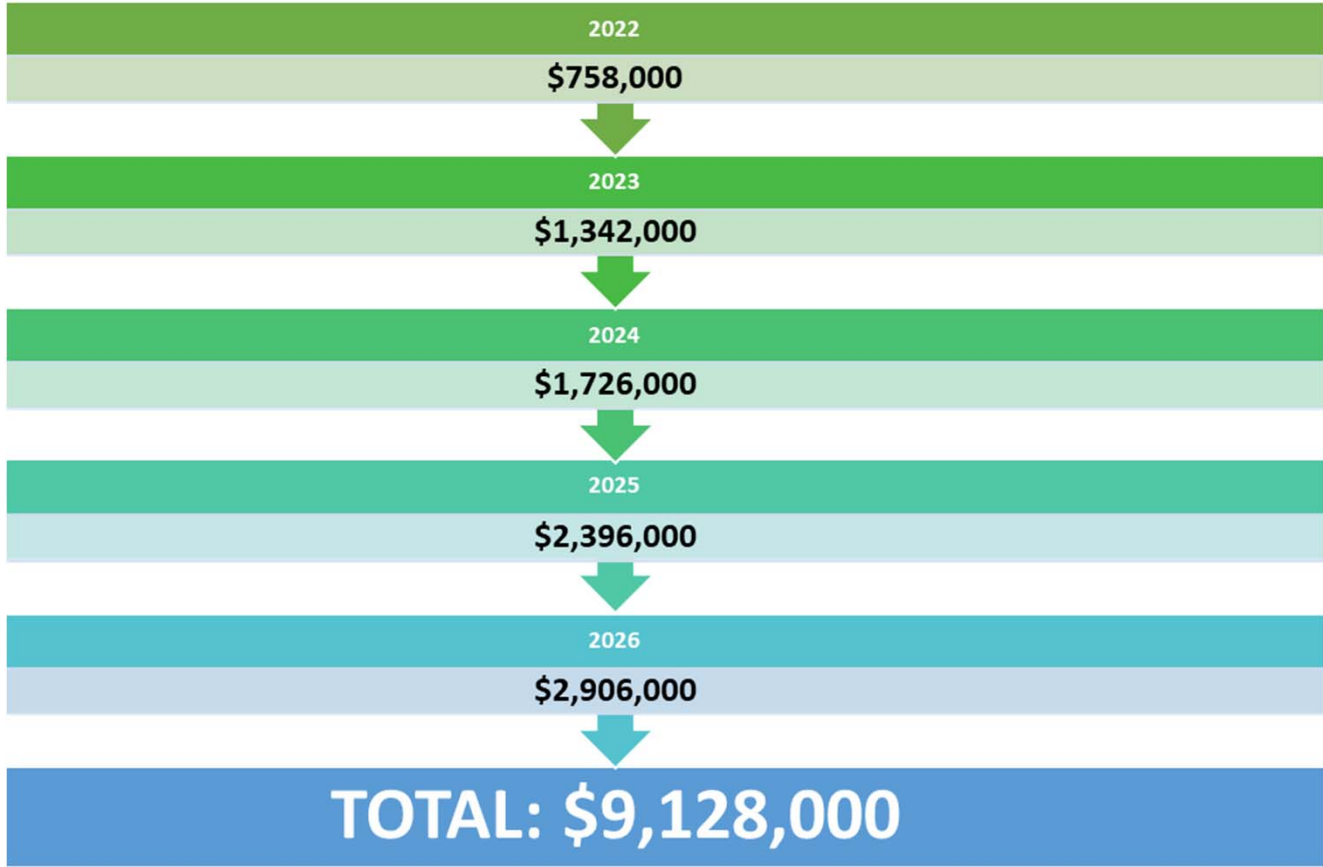
Personnel
Five years:
2022-2026



Five-year plan: Capital expenses

Total 2022-2026: \$753,000

*UAV: Unmanned Aerial Vehicle



Five-year
plan: Annual
totals
including
capital



Houston Forensic Science Center

Research and Development Section Update

11/13/2020

Preshious Rearden, Ph.D., *Director of Research and Development*



Team R&D



Tammy Beals, M.S.



Jennifer Hsu, Ph.D



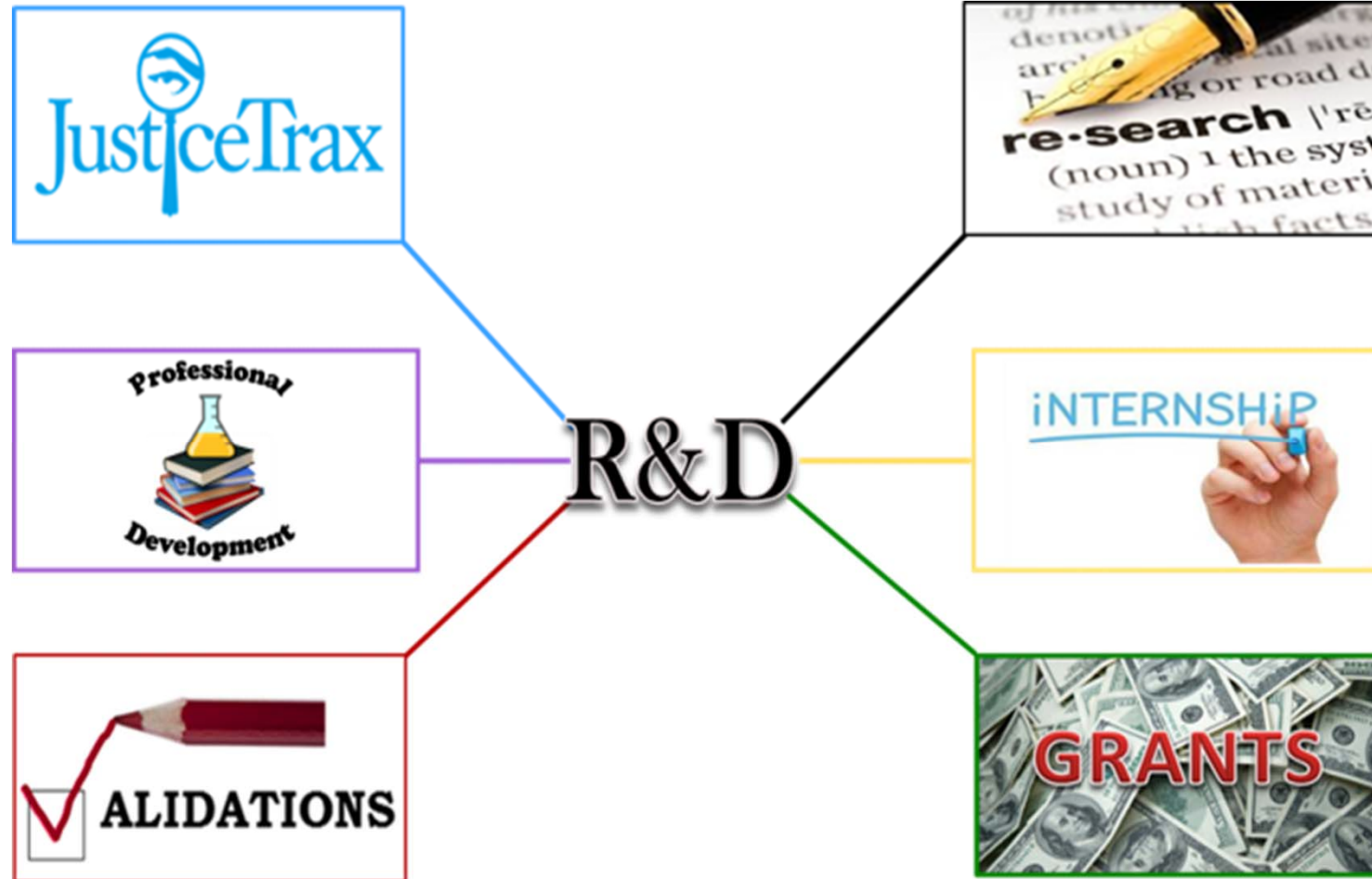
Preshious Rearden, Ph.D.



About Us

HFSC is one of the few forensic labs in the nation to have a dedicated research & development division.

Organizational Responsibilities





Internships

"In conducting internship site visits the last few years at WVU, I can state unequivocal that your Laboratory has one of the best organized and efficient internship programs in the country..."

- Robert K. O'Brien (Internship Coordinator, West Virginia University)

- HFSC offers unpaid, academically oriented internships
 - Forensic laboratory and business operations
 - Onsite and virtual internship platforms
 - *Competitive application process*
- Internships duration:
 - Between 10-12 weeks in the summer
 - By semester in fall and spring
- Internship activities:
 - Shadowing
 - Tours
 - Resume/interview workshops
 - Testimony observation
 - Speaker series
 - Forensic-related projects



JusticeTrax LIMS & Request Portal

Fact: Over 1,200 JT and Portal tickets processed in 2019.

Six of the 7 forensic disciplines use JusticeTrax

■ Implementation

- Create Dynamic User Interfaces (DUIs) and reports
- Develop Laboratory Information Management System (LIMS) workflows

■ Training/on-boarding

■ Ticketing

- Answer user questions and troubleshoot issues
- Perform chain of custody edits
- Set up new accounts

■ Maintenance

- Evaluate new version updates and coordinate user testing
- Work with JusticeTrax, Catapult and IT to resolve system issues



Grants

Duties:

- *Research funding opportunities*
- *Write grants*
- *Manage/Execute grants*
- *Collaborate with researchers*

Recent and Current Research Grants

- Center for Statistics and Applications in Forensic Evidence (CSAFE) - Quality Blind Testing Research (*NIST*)
 - Created a full-time position to help establish and maintain HFSC's blind quality program
 - Assist in related research and development activities
 - Work in conjunction with CSAFE team
- Laboratory Efficiency and Capacity Gains Through Infrastructure Improvement (*NIJ*)
 - Funds used to renovate the Vehicle Examination Building (VEB)
 - Renovation completion date: December 2020



Sufficiency Thresholds Grant

Project Team

HFSC: Preshious Rearden
Vivekananda Shetty
Angelica Noyola

OU: Peter Harrington
Zewei Chen

- Establishing Sufficiency Thresholds for Assessing the Quality of Mass Spectral Data (NIJ)
 - Goal: To develop a Quality Model for Gas Chromatography/Mass Spectrometry (GC/MS)
- Target disciplines
 - Seized drugs and toxicology
- Collaborator
 - Peter Harrington, Ph.D – Ohio University (OU)
Director of the Center for Intelligent Chemical Instrumentation

NIJ Disclaimer

This project was supported by Award No. 2018-DU-BX-0184, awarded by the National Institute of Justice, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect those of the Department of Justice.



Sufficiency Thresholds Grant

Goal: Develop a Quality Model for GC/MS

Project Team

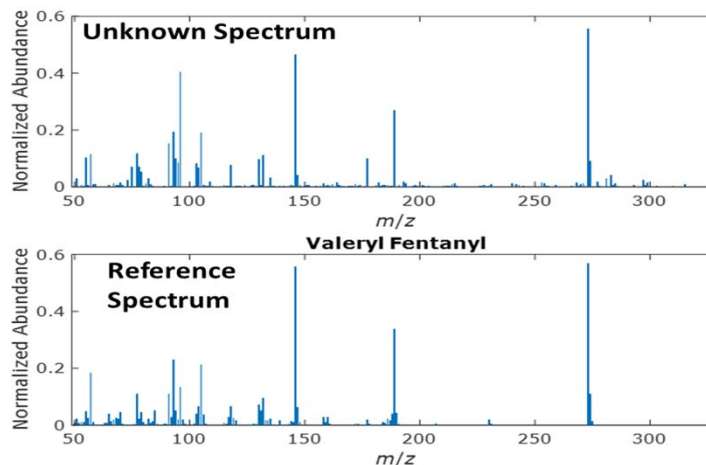
HFSC: Preshious Rearden
Vivekananda Shetty
Angelica Noyola

OU: Peter Harrington
Zewei Chen

Part 1 - Why Is A Quality Model Needed?

- GC/MS relies on the principles of analytical chemistry but possesses many characteristics of the pattern sciences when interpreting mass spectral results

Mass Spectral Search Example



- The unknown spectral pattern is compared to a reference spectrum in a library to identify a compound
 - A "hit list" of potential compounds sorted by similarity to the unknown spectrum is generated



Sufficiency Thresholds Grant

**Goal: Develop a Quality
Model for GC/MS**

Project Team

HFSC: Preshious Rearden
Vivekananda Shetty
Angelica Noyola

OU: Peter Harrington
Zewei Chen

Part 2 - Why Is A Quality Model Needed?

- Factors affecting mass spectral identification:
 - Pattern recognition or mass spectral matching depends on the quality of the unknown spectrum
 - Poor spectral quality can be due to contamination, sample concentration or high-signal to noise ratios
- Advantages of using a quality model:
 - Provides quantitative threshold that can improve identification consistency across individuals, instruments and forensic laboratories
 - Provides confidence that the identification is correct



Sufficiency Threshold Grant

**Goal: Develop a Quality
Model for GC/MS**

Project Team

HFSC: Preshious Rearden
Vivekananda Shetty
Angelica Noyola

OU: Peter Harrington
Zewei Chen

■ Goals Achieved

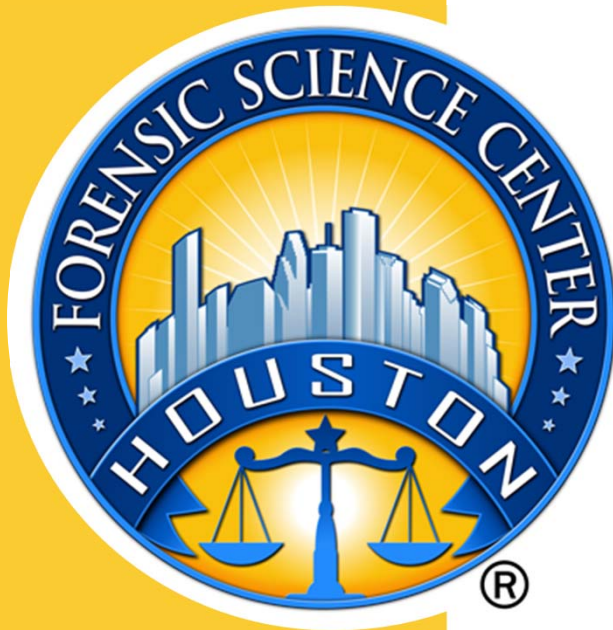
- Developed a Quality Reliability Metric (QRM) with a scale from 0 to 100%
 - Provides an independent statistical measure of the quality of each library search result
- Tested the QRM on historical seized drug case files and experimental opioid mixtures with robust and repeatable results
 - Allows analyst to determine the minimum mass spectral data quality necessary for confident and consistent identifications
- Presented work as part of a keynote speech
 - SciX 2020 - Federation of Analytical Chemistry and Spectroscopy Societies

■ Future Research

- Expand QRM methodology to additional classes of drugs
- Collaborate with other laboratories to evaluate and implement the QRM



Thank You!



Lean Six Sigma Development Group Update

Aimee Grimaldi
November 13, 2020

Latent Prints kicks off LSS project

- Project kicked off on 11/5
- First defining the problem:
 - Workflow efficiency
 - Improved turnaround time
 - Strategy for backlog
- Subject matter experts
 - Allison Standlee (CS/CM)
 - Domingo Villarreal (CSU)
 - Maddisen Neuman (Quality)



Charles Evans
Director of Business Development
Project Champion



Aimee Grimaldi
Project Engineer
Black Belt



Preshious Rearden
Director of R&D
Green Belt



Callan Hundt
Quality Specialist
Team Member



Laurissa Pilkington
Latent Print Examiner
Team Member



Maranda Harper
Latent Print Examiner
Team Member



Rebecca Green
Latent Print Manager
Team Member



Ryan Hookano
Firearms Examiner
Team Member



Shanaihi Patel
Latent Print Examiner
Team Member



Starla Wyatt
Latent Print Examiner
Team Member



Tracy Lipskoch
Latent Print Supervisor
Team Member



Vickie Paiz
Latent Print Examiner
Team Member





The Year of Quality

In June 2019, launched two quality-focused projects

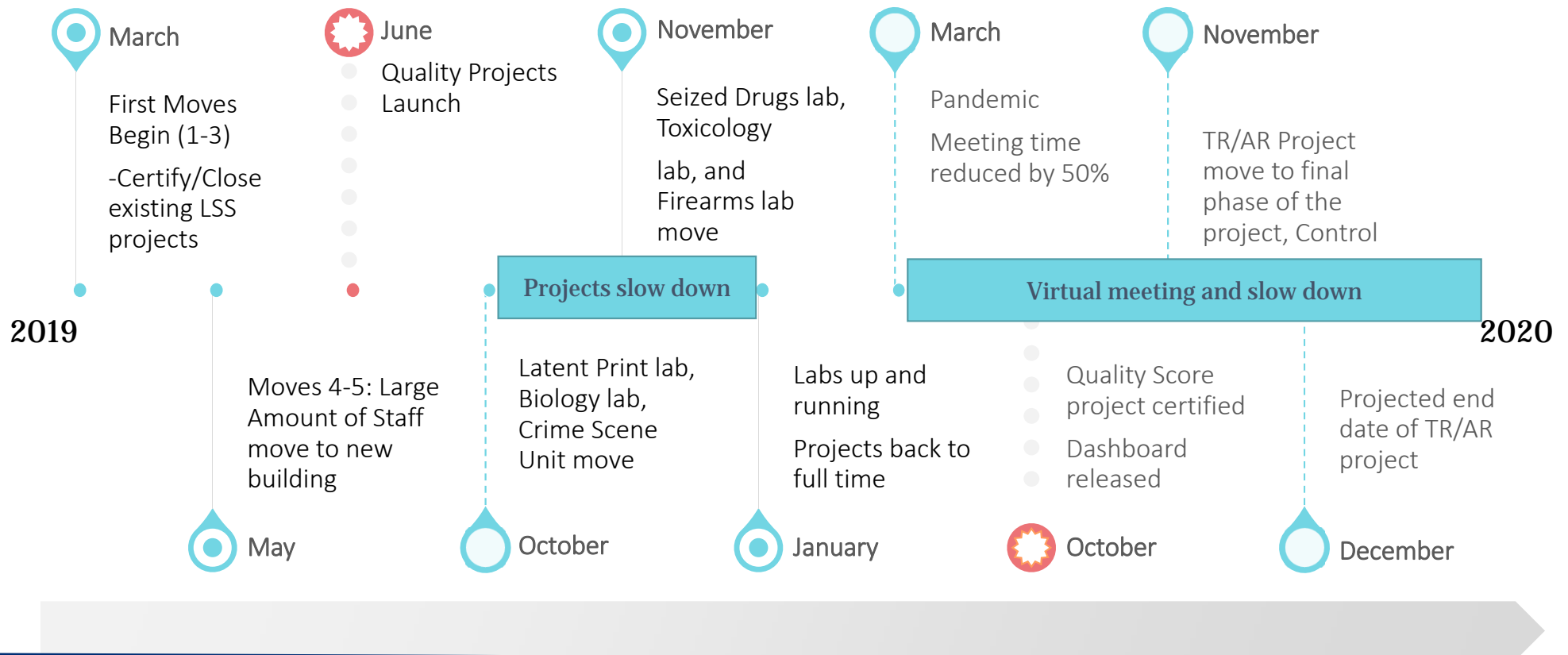
Technical & Administrative Review Project

improve the effectiveness of the review process

Quality Score

design a way to measure quality at HFSC

Timeline



Technical & Administrative Review Project

Goal

- Know how often we make the same mistakes
- Make the review process more effective
- Understand and learn from our mistakes



Technical & Administrative Review Project

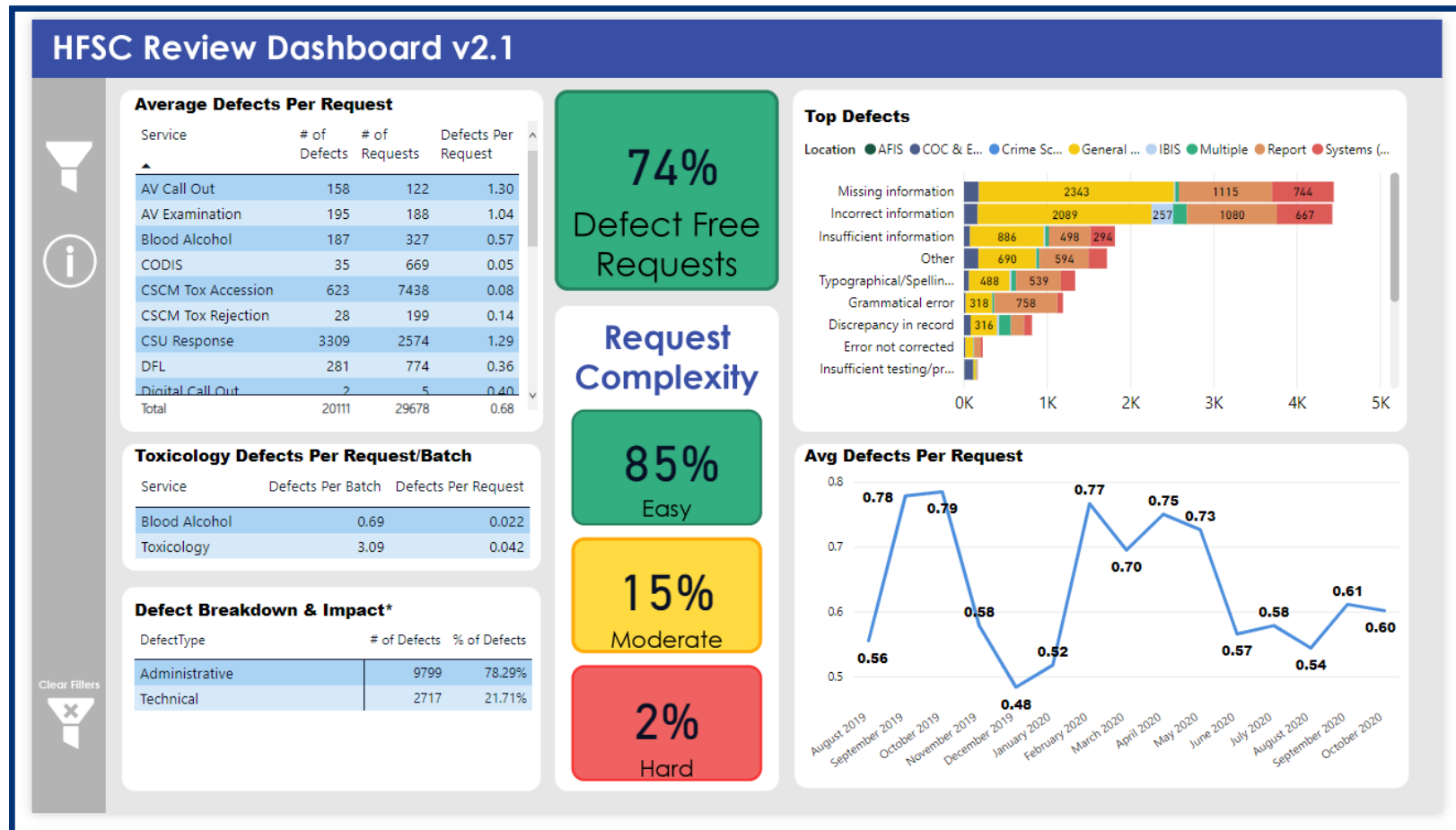
- ❖ Ineffective audit findings & IR/CARs have decreased
- ❖ Review turnaround time has decreased
- ❖ 23 staff have seen statistically significant improvements

Metric	Results (# of services improved)
Defect-free cases	71% improvement
Defects per requests	57% improvement
Review error rate	54% improvement

Improvements Launched

- Review defect tracking
- Toxicology review batch tracking
- Forensic biology/DNA batch review tracking
- Review dashboards v1, v2, v2.1
- Dashboard training & management discussions
- WhiteSmoke grammar software
- Refresher training
- Cubicle flags

TR-AR Review Dashboard





Quality Score Project Goals

Project goal:

Design an actionable quality metric

COLLABORATIVE
EFFICIENT
SELF-REPORT
LEADERS IN FORENSIC FIELD
TRANSPARENT
CONTINUOUS IMPROVEMENT
INNOVATIVE
FOCUS ON QUALITY
POSITIVE CULTURE
DON'T TAKE THE EASY WAY OUT

Team's definition of quality at HFSC:

A passion for accurate scientific work with a desire to continuously improve processes and performance. We strive for excellence and exceed industry norms through **accountability, transparency and innovation**

Quality Score Categories



Professional development

One on Ones

Continuing Education

Outreach



Compliance

Defect free Cases

IR/CAR TAT

Repeat Non-conformances

Amended Reports (weighted)

Corrections from review (weighted)



Preventive initiatives

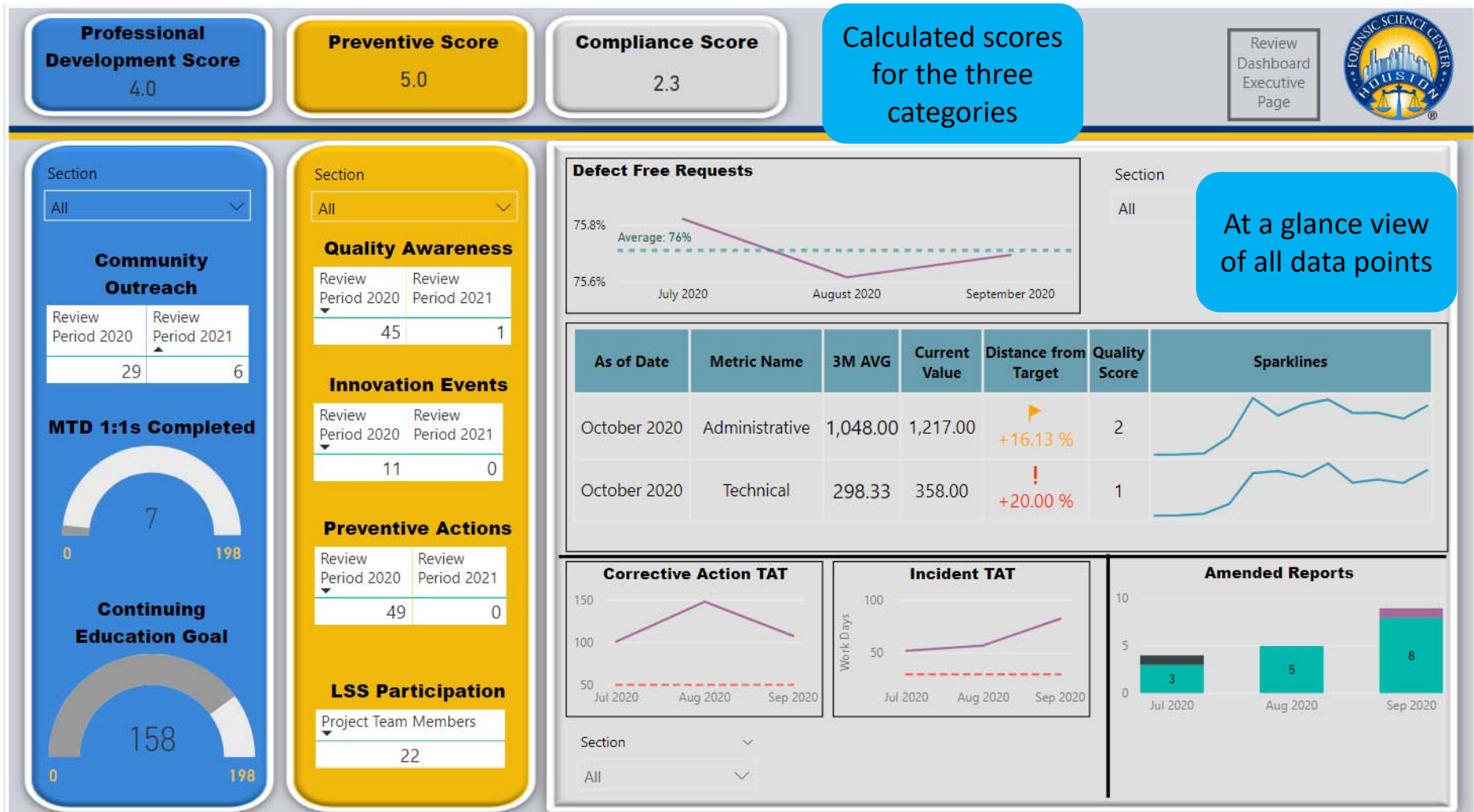
Preventive Actions

LSSDG participation

Innovation
- new technology
- research
- validations

Quality Awareness
- SOP meeting
- defect discussion
- evidence audits

Scorecard



Project results

- Dashboard rolled out to company
- Data collection plan
- Evaluate the targets
- Continuously improve
- Multi-generational





Thank you HFSC project team members and staff



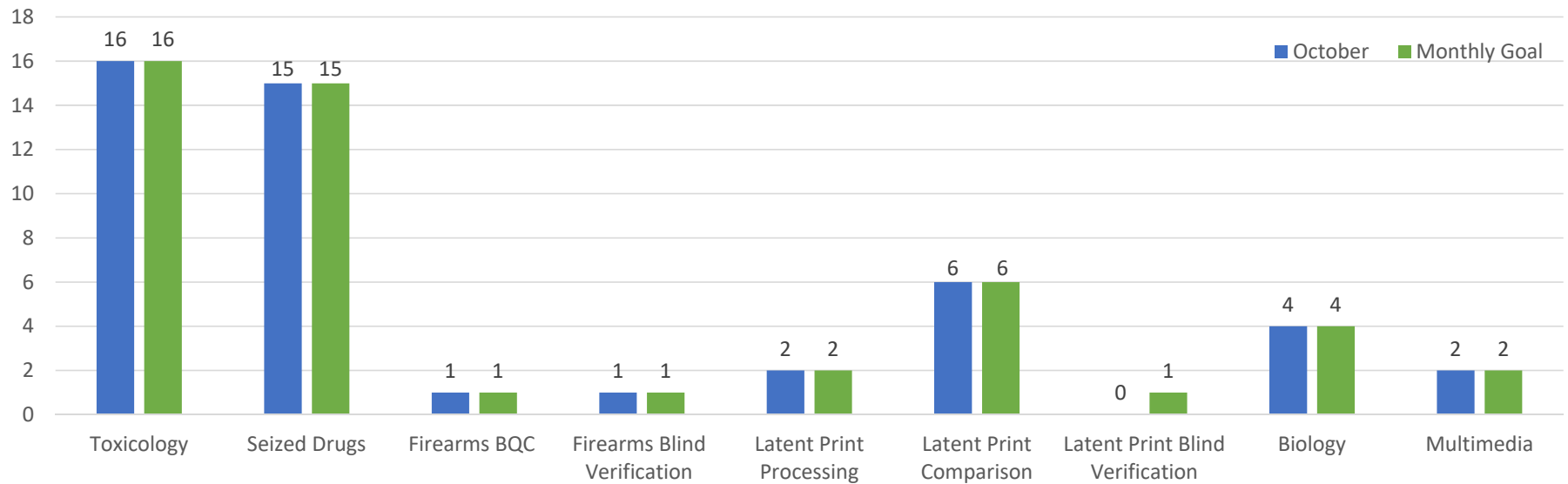
LSSDG@houstonforensicscience.org

Quality Division Report

November 13, 2020



Blind Quality Controls Submitted in October



Blind Quality: Accomplishments and Challenges

- Blind program presentation given at Virginia Commonwealth University (VCU) for the Forensic Science Department seminar series
- Blind program presentation given to the Association of Forensic Quality Assurance Managers (AFQAM)
- Manuscript submitted to Forensic Science Review
- Process improvement based on a latent print processing blind

Forensic Discipline	Cases Completed in October
Toxicology – BAC	21
Seized Drugs	11
Biology	2 (DNA) 2 (screening)
Firearms Blind Verification	0
Firearms	2
Latent Print Processing	5
Latent Print Comparison	0
Latent Print Blind Verification	1
Multimedia	1



Organization of Scientific Area Committees (OSAC)

Interdisciplinary Standard

- ASTM E2917 – Standard Practice for Forensic Practitioner Training, Continuing Education and Professional Development Programs

Continuing Education & Professional Development

- Continuing education committee
- Continuing education & professional development workflow
- Continuing education dashboard

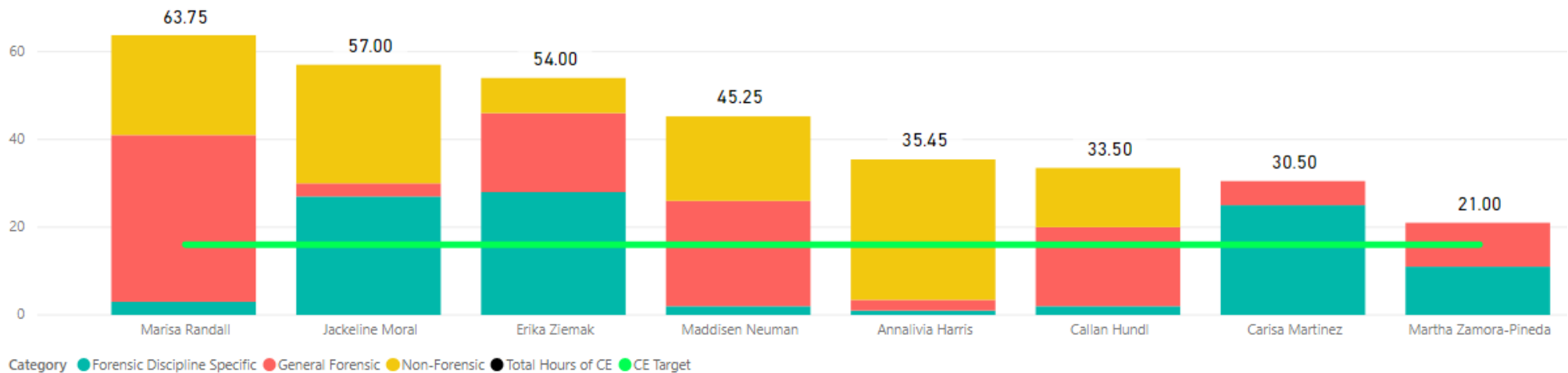
Training-to-Competency Programs

Training Manuals Updated	
Crime Scene	
Toxicology	
Seized Drugs	
Forensic Biology	
Multimedia	Audio/Video
	Digital
Latent Prints	Processing
	Comparison
Firearms	Firearms Examination
	NIBIN



Section	Supervisor	CE Date Range		Total Hours of Continuing Education	Number of Staff that Met CE Goal
Quality	All	10/1/2019	9/30/2020	340.45	8

Hours and Category of Training by Staff Member



Continuing Education Dashboard



Assessments/Internal Audits

No findings during the FBI Quality Assurance Standards (QAS) assessment

- October 13 – 15
- Forensic biology/DNA requirement
- One assessor onsite and two remote

Safety and security internal audits

- October 30 – November 17
- Continuous improvement recommendation based on previous security nonconformance



2020 Proficiency Testing

Discipline		Tests in Progress	Tests Completed	Comments
Seized Drugs		7	8	
Toxicology		7	7	
Firearms		20	7	
Crime Scene		21	1	Non-expected results obtained in one test
Latent Prints		8	8	
Multimedia	Audio/Video	5	n/a	
	Digital	3	2	
Forensic Biology		21	18	



Corrective Actions

Crime Scene Unit proficiency test yielded non-consensus results

- Body fluid identification test for the presumptive presence of blood
- Test contained six samples. Three samples reported as negative when should have been positive
- Crime scene investigator's authorization to perform this test in casework removed
- Quality division reviewed 211 cases completed by the CSI
 - 3 cases identified where presumptive test was performed



2020 Testimony Data

- Harris County jury trials resumed on October 1
 - 23 analysts testified this year
 - 3 analysts have not been monitored, transcripts have been obtained
- Transcript review project
 - Three transcripts received for third round



Detailed Data





Quality Division Notifications

Corrective Actions, Incidents, and Preventive Actions

Quality Tracking Number	Section	Classification	Notification Date	Summary of Notification
2020-078	Biology/DNA	Incident	10/1/2020	While processing a proficiency test, an analyst switched the order in which the reagents were placed on an extraction instrument causing isopropanol to be added to all samples. The samples were all re-portioned and reprocessed.
2020-079	Biology/DNA	Incident	10/7/2020	The new version of the QAS now requires verification of eligibility be performed by a current CODIS user. The technical leader discovered the verification of CODIS eligibility in several outsourced cases was performed by two contract employees who are not current CODIS users.
2020-080	Biology/DNA	Incident	10/2/2020	The CODIS alternate did not complete the FBI Quality Assurance Standards (QAS) auditor training within one year of assuming the duties of CODIS alternate, as required by the QAS audit document.
2020-082	Biology/DNA, Quality	Incident	9/23/2020	The Training Coordinator assumed the position of Acting Technical Leader for two weeks in May 2020; however, her educational qualifications did not satisfy the FBI Quality Assurance Standards requirement for the Technical Leader position.
2020-086	Biology/DNA	Incident	10/29/2020	An analyst aliquoted three samples into an amplification plate before realizing that the corresponding reagent blank did not have the required volume. The data generated from this amplification will not be used for interpretation purposes because the Forensic Biology Analytical Procedures SOP was violated.
2020-081	Client Services & Case Management	Incident	10/5/2020	While a CS/CM specialist was retrieving a rack of blood tubes from the refrigerator, one tube fell from the rack and broke on the laboratory floor.

HFSC's Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards.



Quality Division Notifications

Corrective Actions, Incidents, and Preventive Actions

Quality Tracking Number	Section	Classification	Notification Date	Summary of Notification
2020-084	Client Services & Case Management	Incident	10/22/2020	Two toxicology kits within the same case were rejected by HFSC because their evidence labels were switched. Both kits were later resubmitted after the requesting agency corrected their item labels. No policy violation occurred, however the steps that HFSC took to correct the chain of custody transfers and the re-labeling of the evidence are being documented.
2020-085	Crime Scene	Incident	10/12/2020	A crime scene investigator's signature was not populating on published JusticeTrax LIMS reports.
2020-090	Latent Print Section	Corrective Action	10/22/2020	A report was issued without the requested comparison being performed. The requestor was notified of the error and a second report will be issued with the results of the requested comparison.
2020-PAR6	Latent Print Section	Preventive Action	10/23/2020	The workflow for making a comparison request in a latent print processing case where possible suitable latents were developed is being revised due to insight provided by the blind quality control program.
2020-083	Multimedia	Incident	10/20/2020	An analyst did not document a chain of custody discrepancy in a manner that was consistent with the Quality Manual's requirements.

HFSC'S Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards.



Quality Division Notifications

Corrective Actions, Incidents, and Preventive Actions

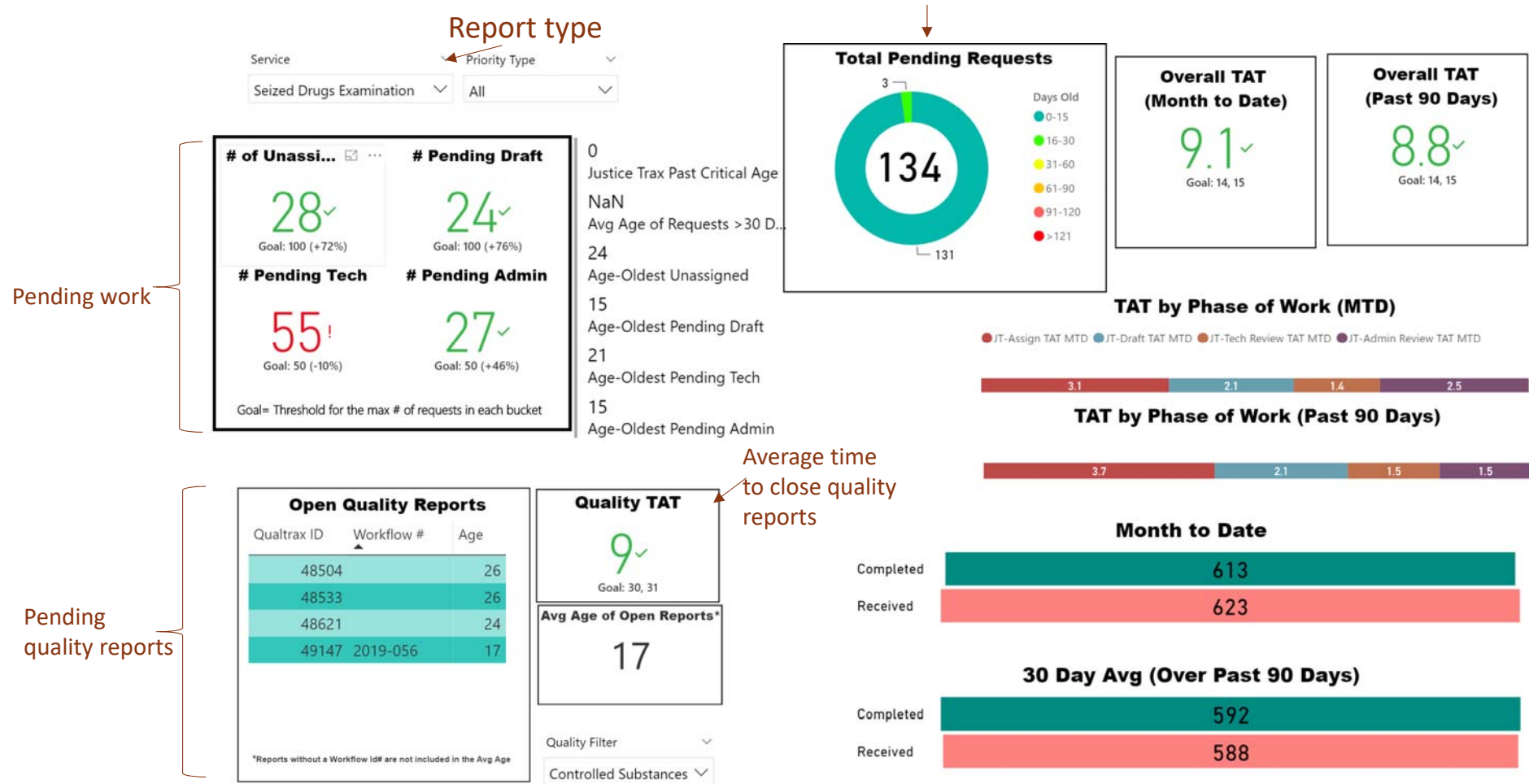
Quality Tracking Number	Section	Classification	Notification Date	Summary of Notification
2020-077	Quality	Incident	10/8/2020	While preparing for the 2020 external QAS assessment it was discovered that the QAS audit document from the 2019 internal audit was never properly finalized. While the document had been partially completed, there were multiple blank fields and incomplete information.
2020-087	Seized Drugs	Corrective Action	10/12/2020	While cleaning the Seized Drugs laboratory, an analyst found a tablet on the floor underneath another analyst's work area.

HFSC'S Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards.

Detail data

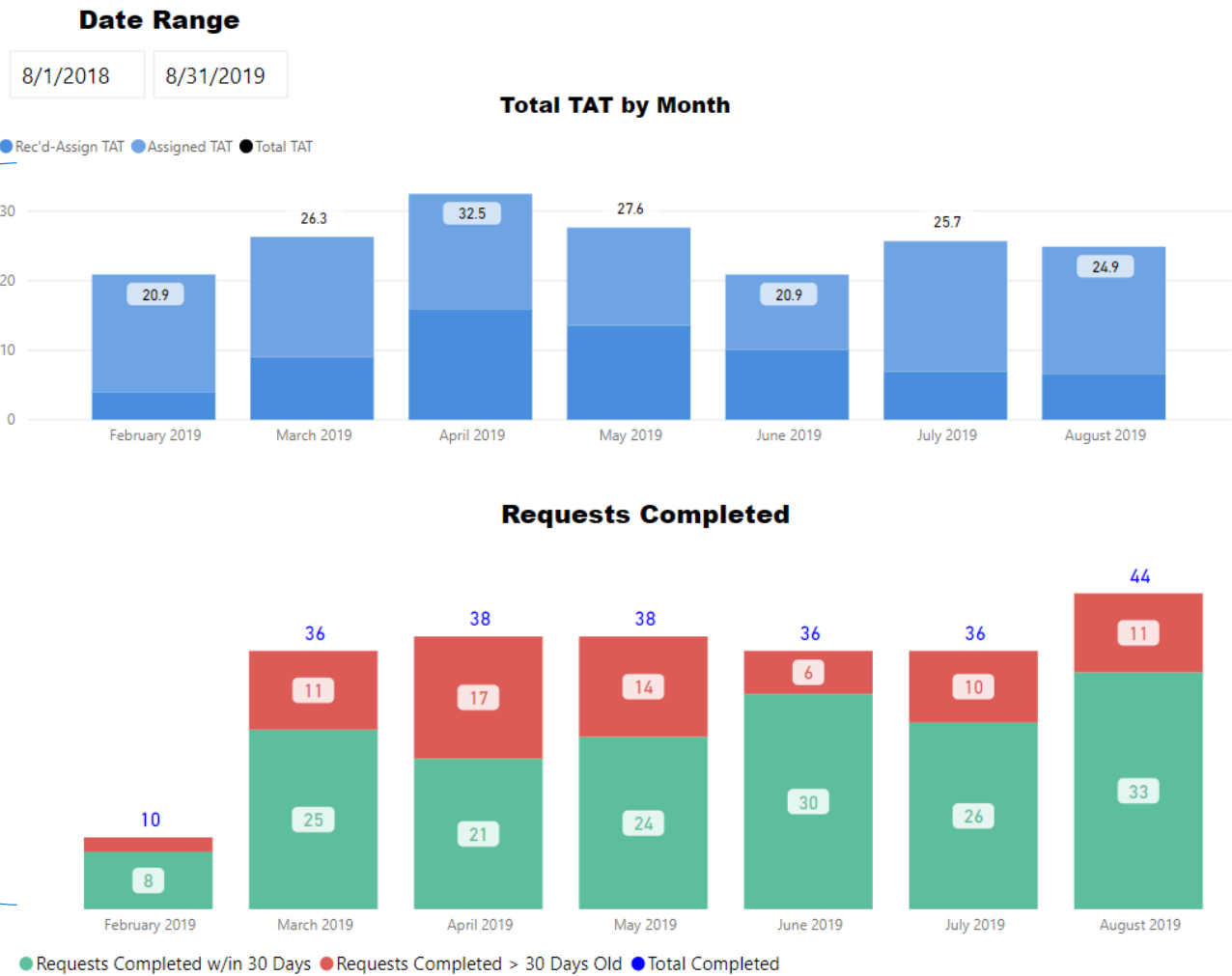
Key for Dashboard Section Pages

Center of ring=total pending cases
Ring=breakdown of age for all pending cases



TAT= Turnaround Time MTD= Month to date Critical age=30 days Critical pending=requests open over 30 days

Key for Dashboard Historical Pages 1/2



Type of testing

Request Type

Firearms Examination

Priority Type

All

Report type

Selected Time Frame Averages

26.11
Total TAT (Rec'd-Compl.) Avg
16.08
Assigned TAT (Asgmt.-Compl.) Avg

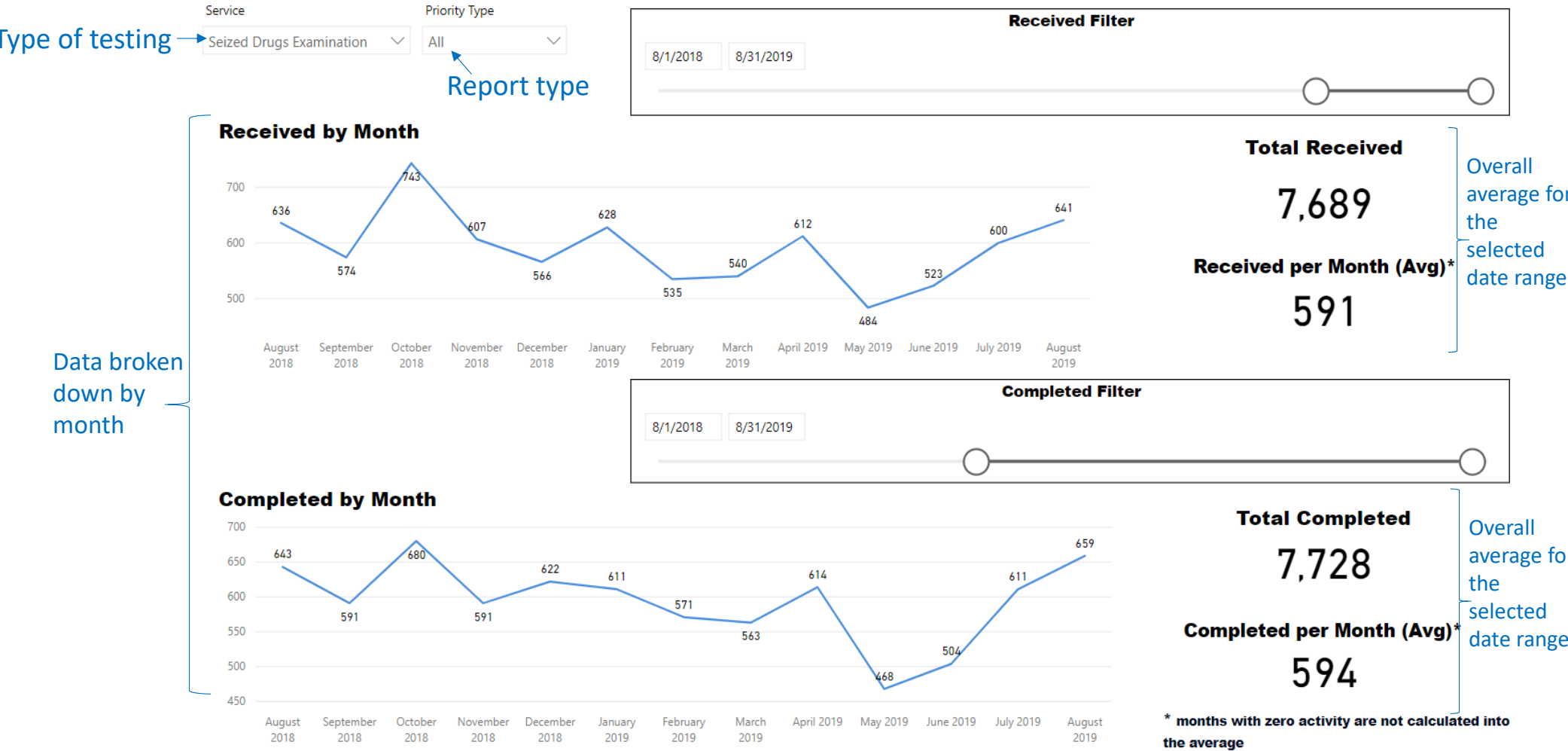
Overall average for the selected date range

Received to Complete
238
Requests Completed
71
Requests Completed > 30 Days Old
29.83 %
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

TAT= Turnaround Time

Key for Dashboard Historical Pages 2/2

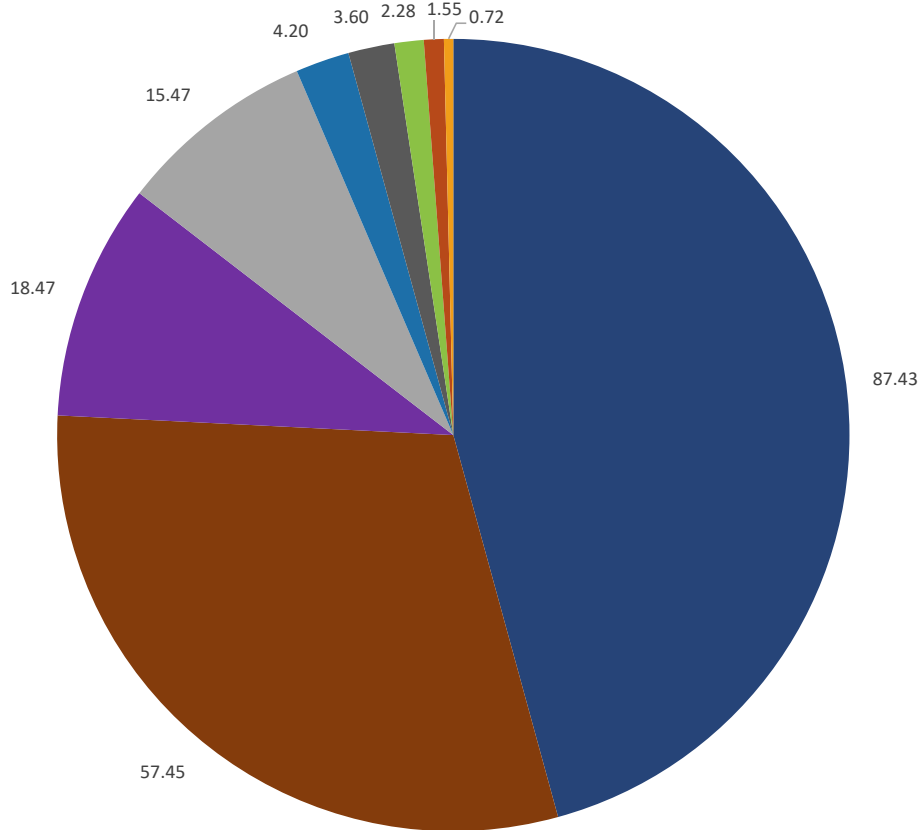


Client Services and Case Management (CS/CM)

CS/CM – October

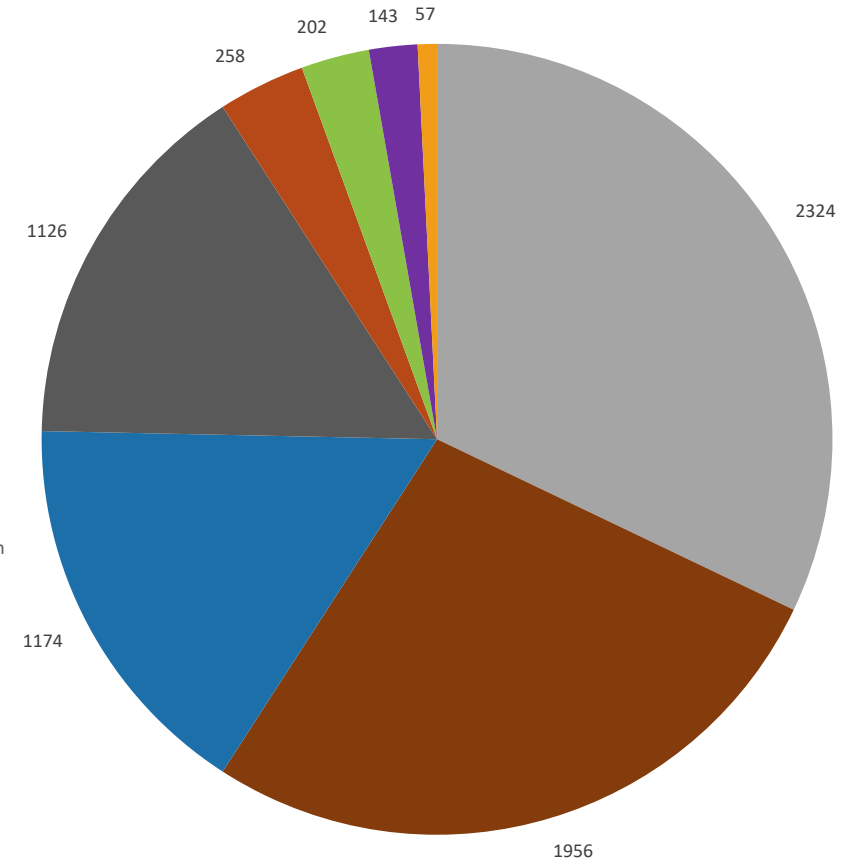
Total Time by Section (Hours)

See Time Categories by Section slide for breakdown

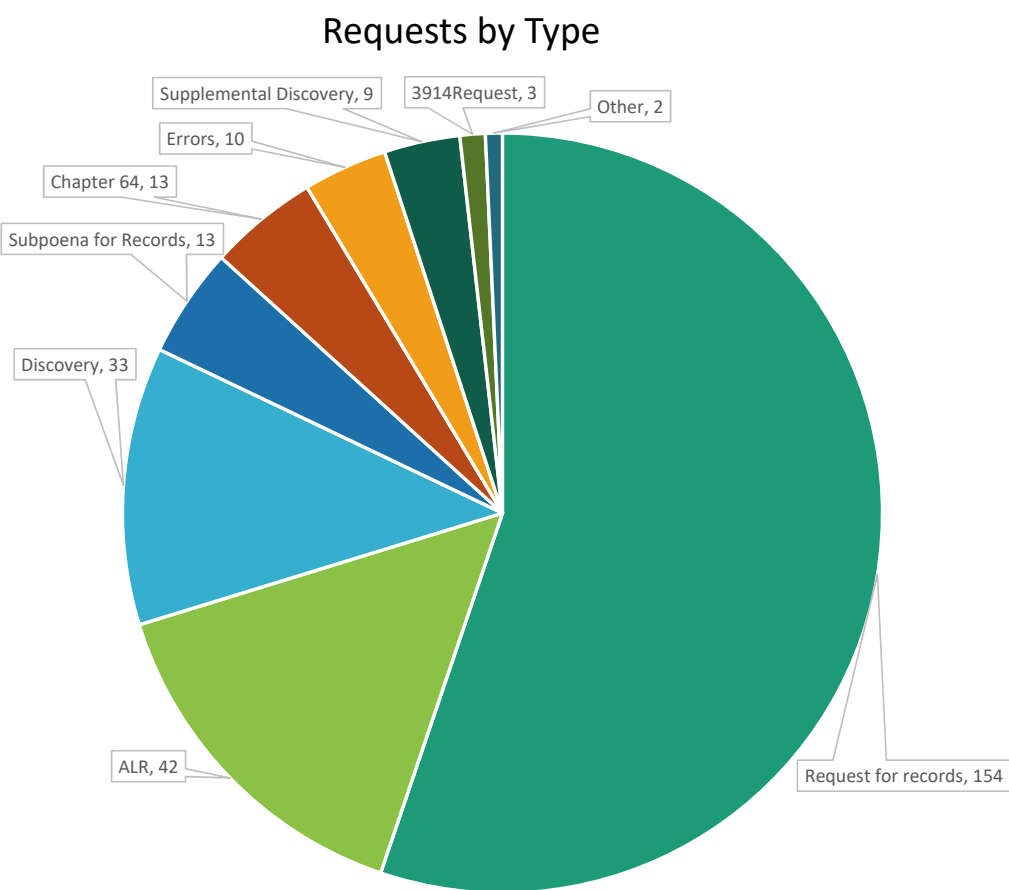


Evidence Handling

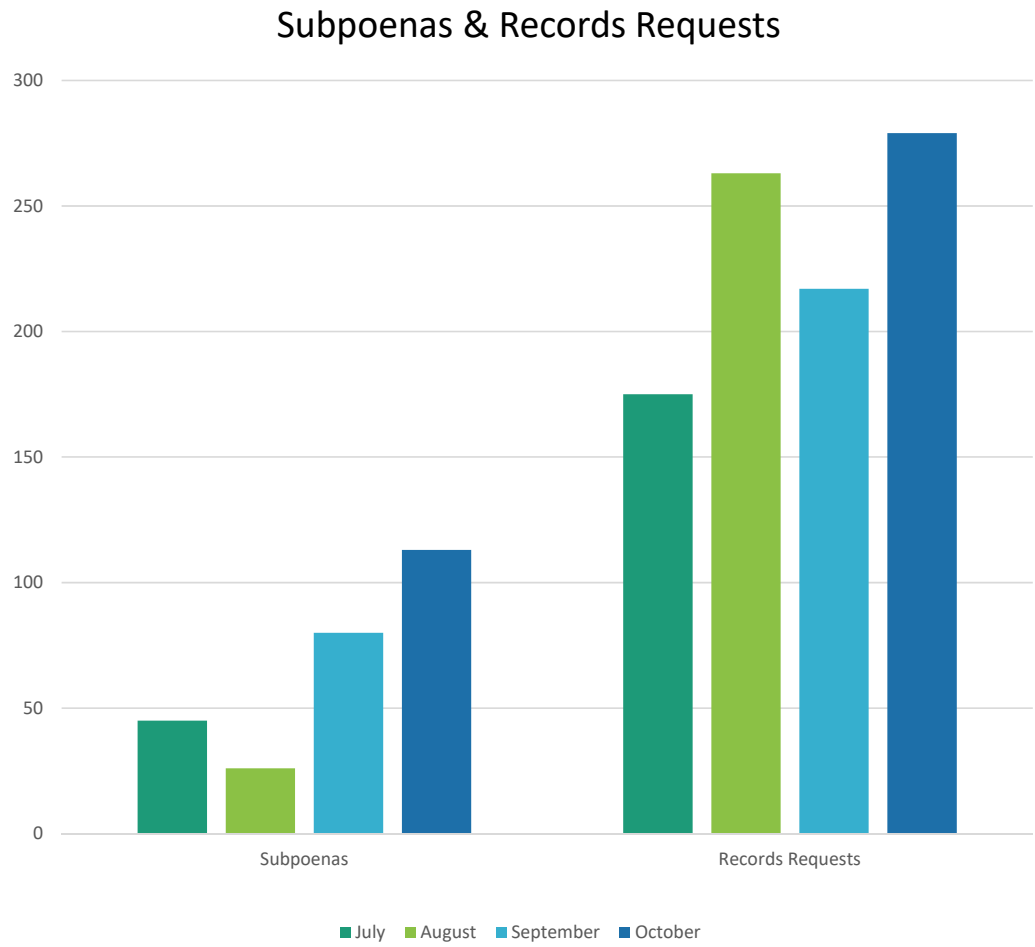
Total Items by Section



CS/CM – October

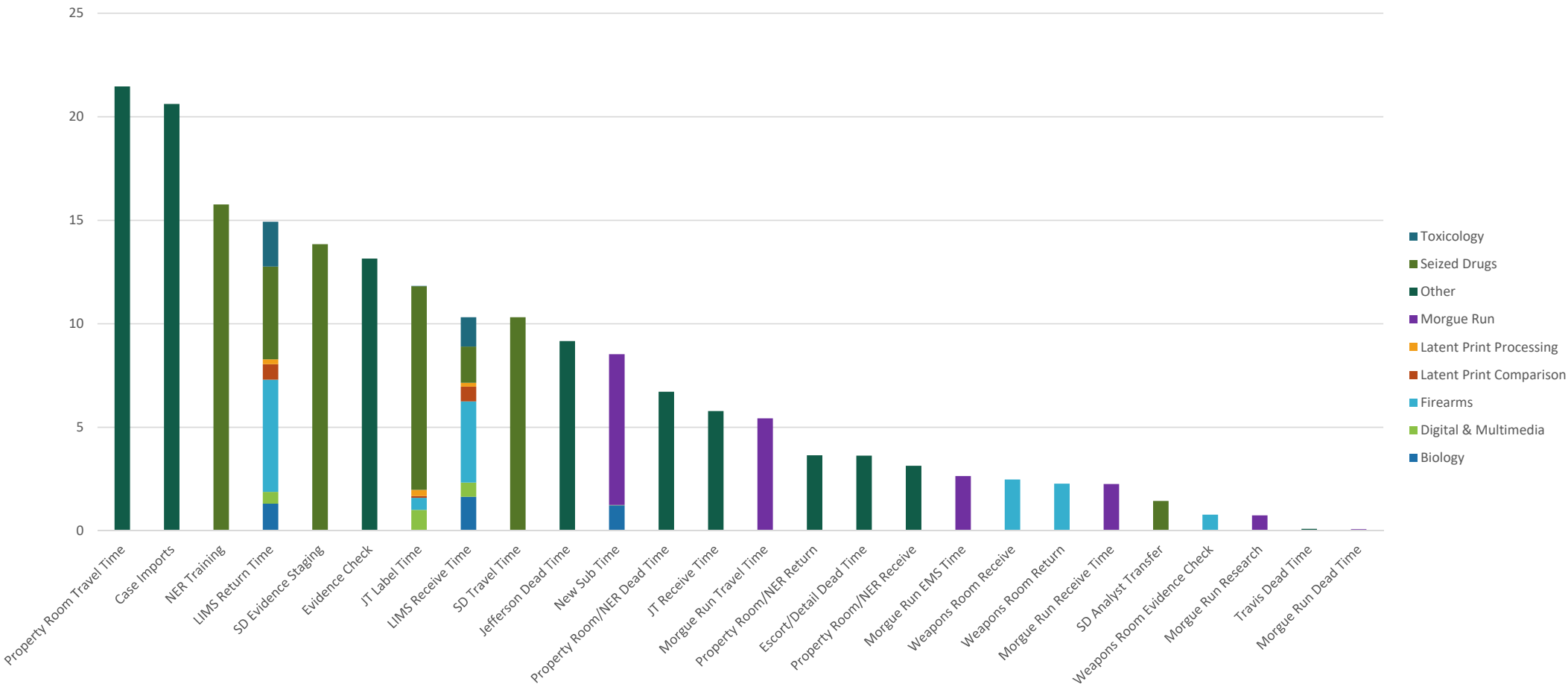


Administrative



Time Categories - October

Evidence Handling



Service

CSCM Tox Accession

Priority Type

All

of Unassigned

12✓

Goal: 150 (+92%)

Pending Draft

0✓

Goal: 3 (+100%)

Pending Admin

0✓

Goal: 60 (+100%)

Goal= Threshold for the max # of requests in each bucket

0

Justice Trax Past Critical Age

NaN

Avg Age of Requests >30 D..

5

Age-Oldest Unassigned

0

Age-Oldest Pending Draft

0

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Total Pending Requests



Days Old

0-15

16-30

31-60

61-90

91-120

>121

Overall TAT
(Month to Date)

2.4✓

Goal: 5, 10

Overall TAT
(Past 90 Days)

3.2✓

Goal: 5, 10

TAT by Phase of Work (MTD)

● JT-Assign TAT MTD ● JT-Draft TAT MTD ● CSCM-Admin Review TAT MTD



TAT by Phase of Work (Past 90 Days)



Month to Date

Completed

540

Received

497

30 Day Avg (Over Past 90 Days)

Completed

507

Received

493

Open Quality Reports

Qualtrax ID	Workflow #	Age
71326	2020-081	19
72397	2020-084	8

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

27✓

Goal: 30, 31

Avg Age of Open Reports*

14

Quality Filter

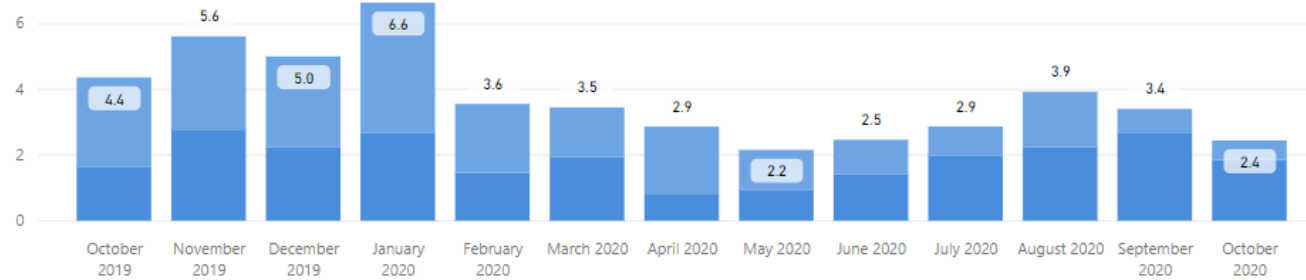
Client Services/Case Manage...

Date Range

10/1/2019 10/31/2020

Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



Request Type

CSCM Tox Accession

Priority Type

All

Selected Time Frame Averages

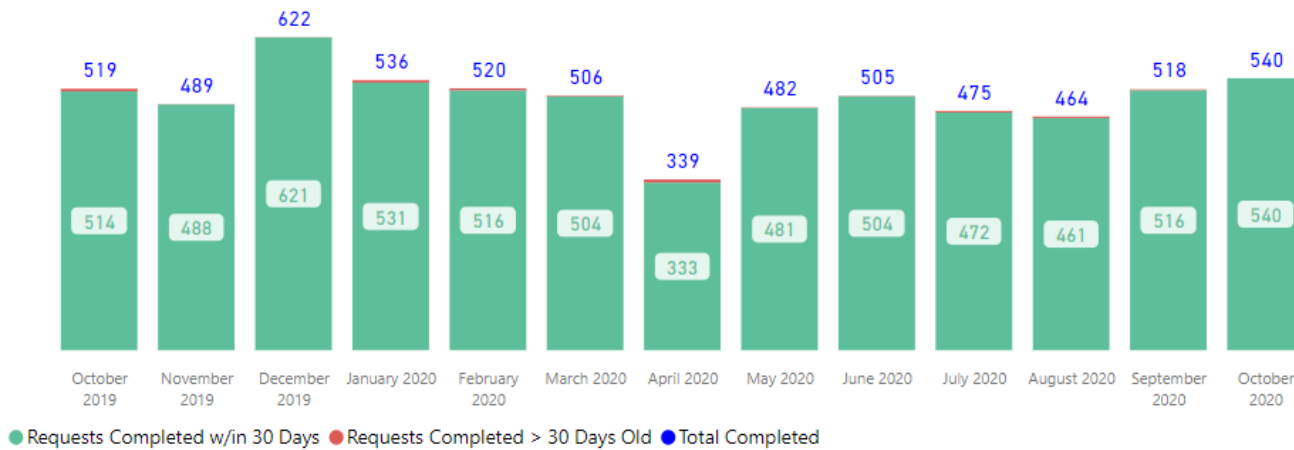
3.81

Total TAT (Rec'd-Compl.) Avg

1.87

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

6515

Requests Completed

34

Requests Completed > 30 Days Old

0.52 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service: CSCM Tax Accession
Priority Type: All

Received Filter
10/1/2019 10/31/2020

Received by Month



Total Received

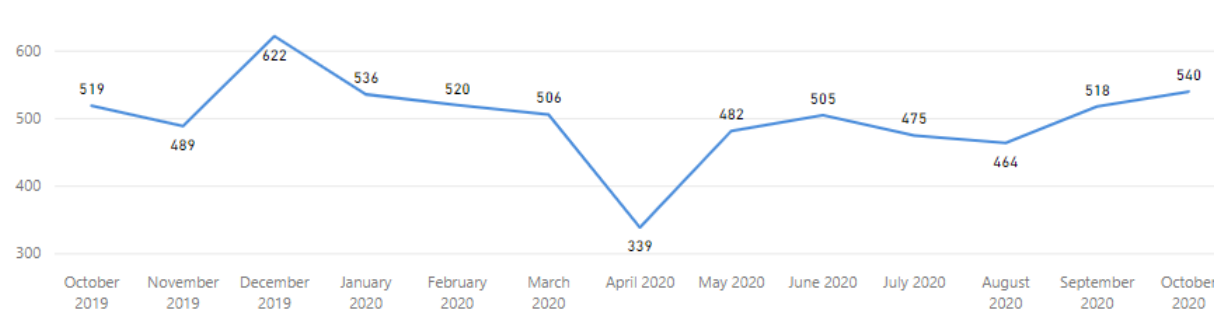
6,403

Received per Month (Avg)*

493

Completed Filter
10/1/2019 10/31/2020

Completed by Month



Total Completed

6,515

Completed per Month (Avg)*

501

* months with zero activity are not calculated into the average

Service
Priority Type

CSCM Tox Rejection
All

of Unassigned
0✓
Goal: 3 (+100%)

Pending Draft
0✓
Goal: 5 (+100%)

Pending Admin
0✓
Goal: 10 (+100%)

Goal= Threshold for the max # of requests in each bucket

0

Justice Trax Past Critical Age

NaN

Avg Age of Requests > 30 D..

0

Age-Oldest Unassigned

0

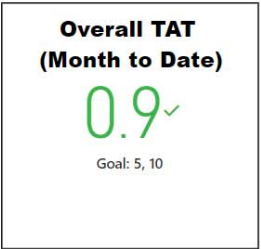
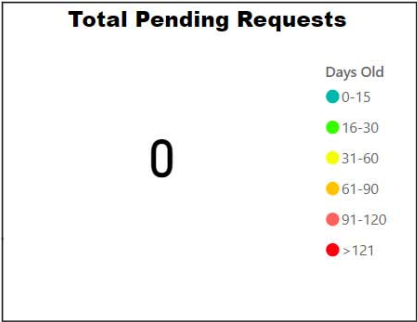
Age-Oldest Pending Draft

0

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



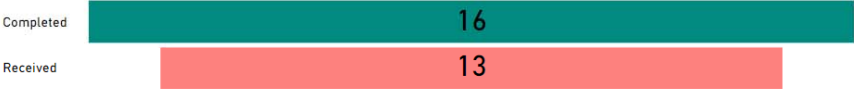
TAT by Phase of Work (MTD)



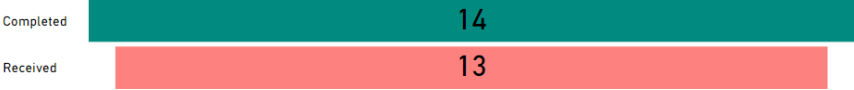
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
71326	2020-081	19
72397	2020-084	8

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

27✓

Goal: 30, 31

Avg Age of Open Reports*

14

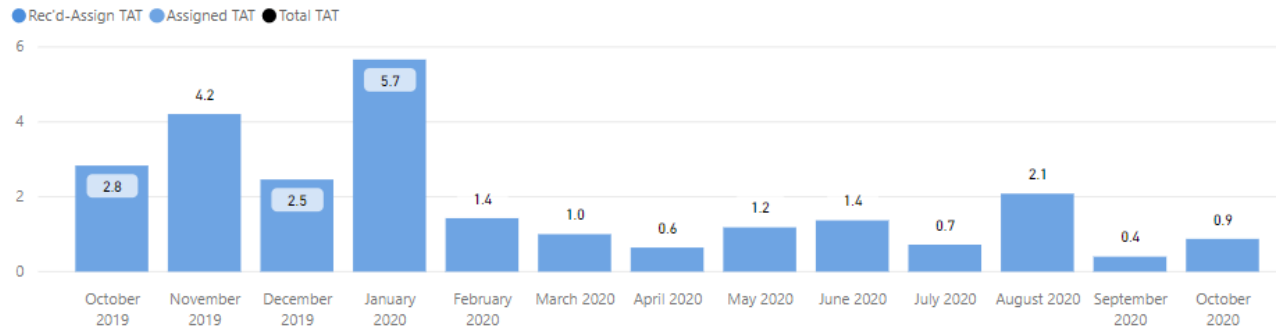
Quality Filter

Client Services/Case Manage...

Date Range

10/1/2019 10/31/2020

Total TAT by Month



Request Type

CSCM Tox Rejection

Priority Type

All

Selected Time Frame Averages

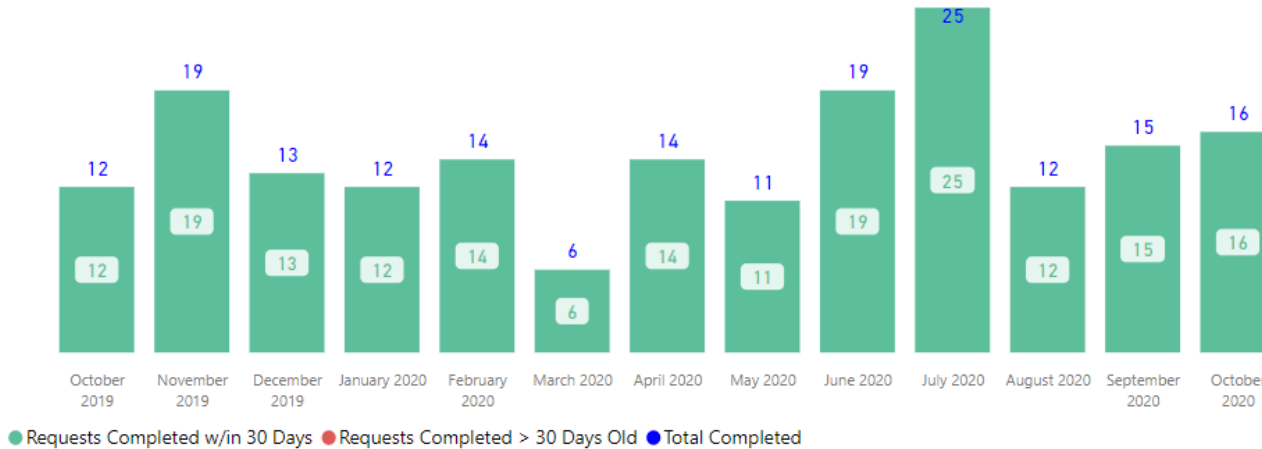
1.87

Total TAT (Rec'd-Compl.) Avg

1.87

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

188

Requests Completed

0

Requests Completed > 30 Days Old

0.00 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

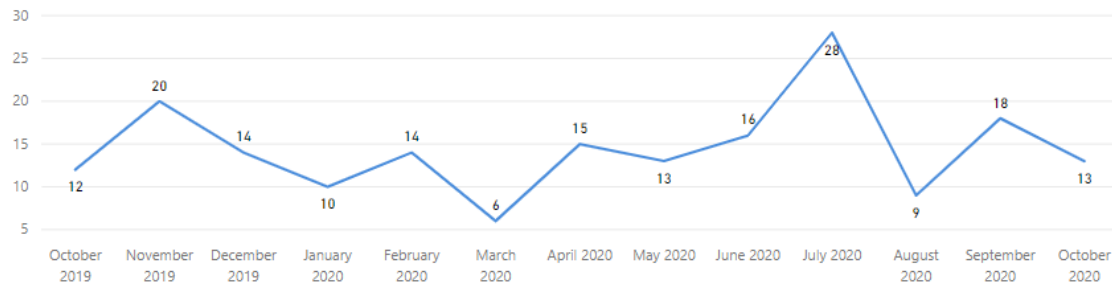
Service
CSCM Tax Rejection

Priority Type
All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

188

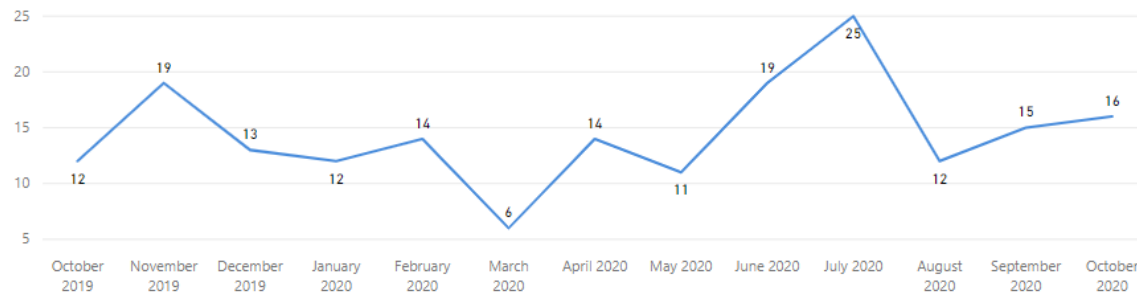
Received per Month (Avg)*

14

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

188

Completed per Month (Avg)*

14

* months with zero activity are not calculated into the average

Seized Drugs

Service

Priority Type

Seized Drugs Examination

All

of Unassigned

305!

Goal: 100 (-205%)

Pending Draft

21✓

Goal: 100 (+79%)

Pending Tech

17✓

Goal: 50 (+66%)

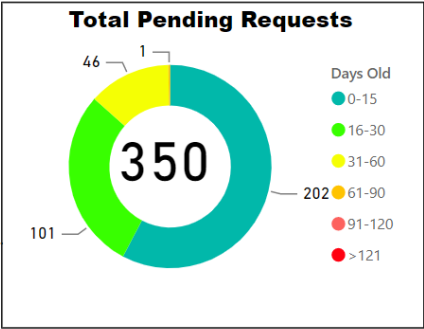
Pending Admin

7✓

Goal: 50 (+86%)

Goal= Threshold for the max # of requests in each bucket

- 47
- Justice Trax Past Critical Age
- 42
- Avg Age of Requests >30 D..
- 47
- Age-Oldest Unassigned
- 82
- Age-Oldest Pending Draft
- 45
- Age-Oldest Pending Tech
- 37
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

19.0!

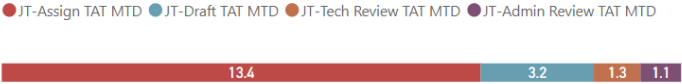
Goal: 14, 15

Overall TAT (Past 90 Days)

15.2!

Goal: 14, 15

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
72444		7
71699	2020-086	15
71856	SD - Adm report amendment - No action needed	13
71852	SD- Adm	13

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

13✓

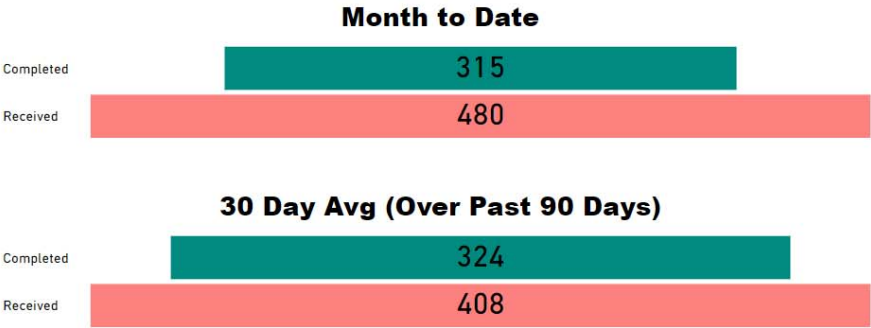
Goal: 30, 31

Avg Age of Open Reports*

14

Quality Filter

Controlled Substances



Service

Seized Drugs Examination

▼

Priority Type

Mari

▼

of Unassigned

61✓

Goal: 100 (+39%)

Pending Draft

16✓

Goal: 100 (+84%)

Pending Tech

1✓

Goal: 50 (+98%)

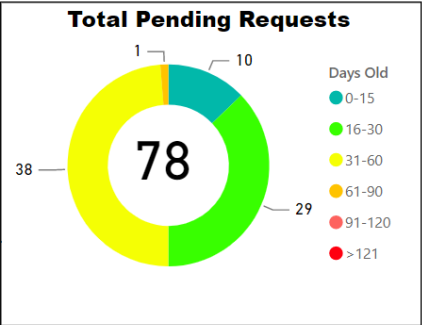
Pending Admin

0✓

Goal: 50 (+100%)

Goal= Threshold for the max # of requests in each bucket

- 39
- Justice Trax Past Critical Age
- 43
- Avg Age of Requests >30 D..
- 47
- Age-Oldest Unassigned
- 82
- Age-Oldest Pending Draft
- 45
- Age-Oldest Pending Tech
- 0
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

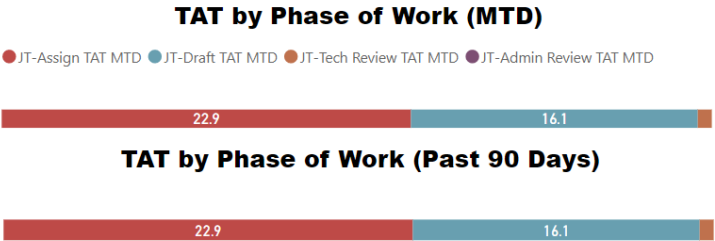
39.8!

Goal: 14, 15

Overall TAT (Past 90 Days)

39.8!

Goal: 14, 15



Open Quality Reports

Qualtrax ID	Workflow #	Age
72444		7
71699	2020-086	15
71856	SD - Adm report amendment - No action needed	13
71852	SD- Adm	13

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

13✓

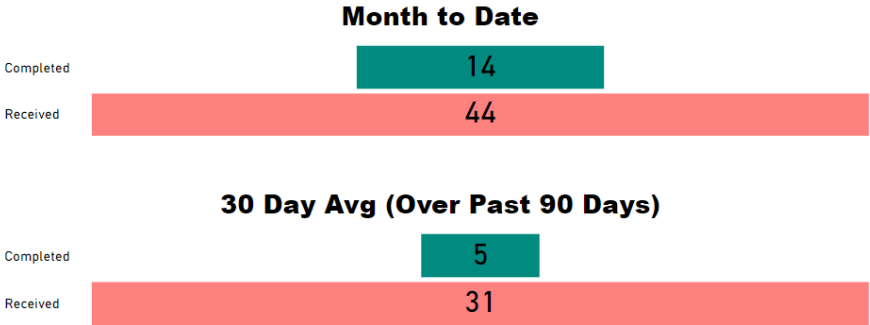
Goal: 30, 31

Avg Age of Open Reports*

14

Quality Filter

Controlled Substances ▼



Service: Seized Drugs Examination
 Priority Type: Multiple selections

of Unassigned

244!

Goal: 100 (-144%)

Pending Draft

5✓

Goal: 100 (+95%)

Pending Tech

16✓

Goal: 50 (+68%)

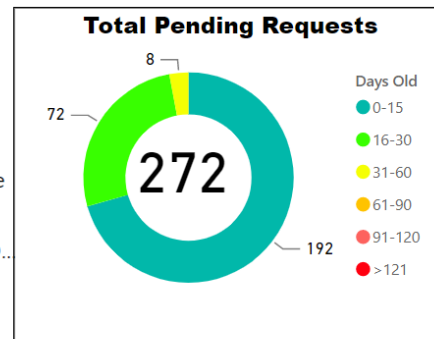
Pending Admin

7✓

Goal: 50 (+86%)

Goal= Threshold for the max # of requests in each bucket

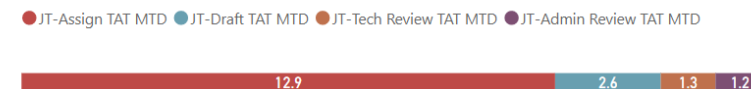
8 Justice Trax Past Critical Age
 38 Avg Age of Requests >30 D..
 30 Age-Oldest Unassigned
 39 Age-Oldest Pending Draft
 45 Age-Oldest Pending Tech
 37 Age-Oldest Pending Admin



Overall TAT (Month to Date)
 18.0!
 Goal: 14, 15

Overall TAT (Past 90 Days)
 14.8•
 Goal: 14, 15

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
72444		7
71699	2020-086	15
71856	SD - Adm report amendment - No action needed	13
71852	SD- Adm	13

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

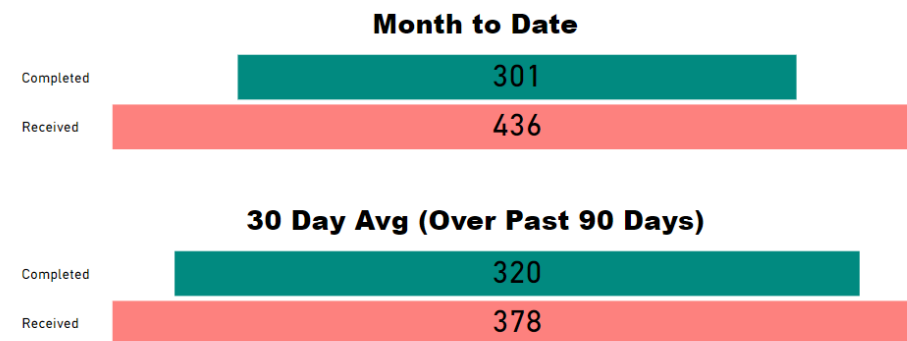
13✓

Goal: 30, 31

Avg Age of Open Reports*

14

Quality Filter
 Controlled Substances

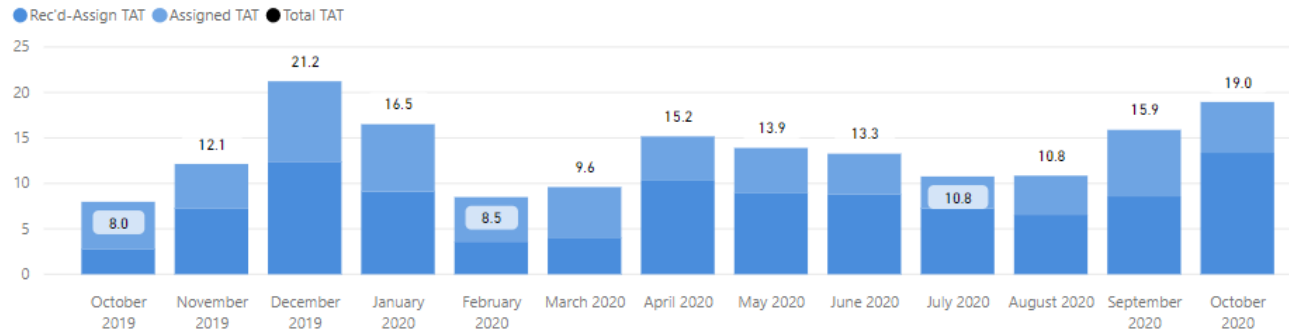


Date Range

10/1/2019

10/31/2020

Total TAT by Month



Request Type

Seized Drugs Examination

Priority Type

All

Selected Time Frame Averages

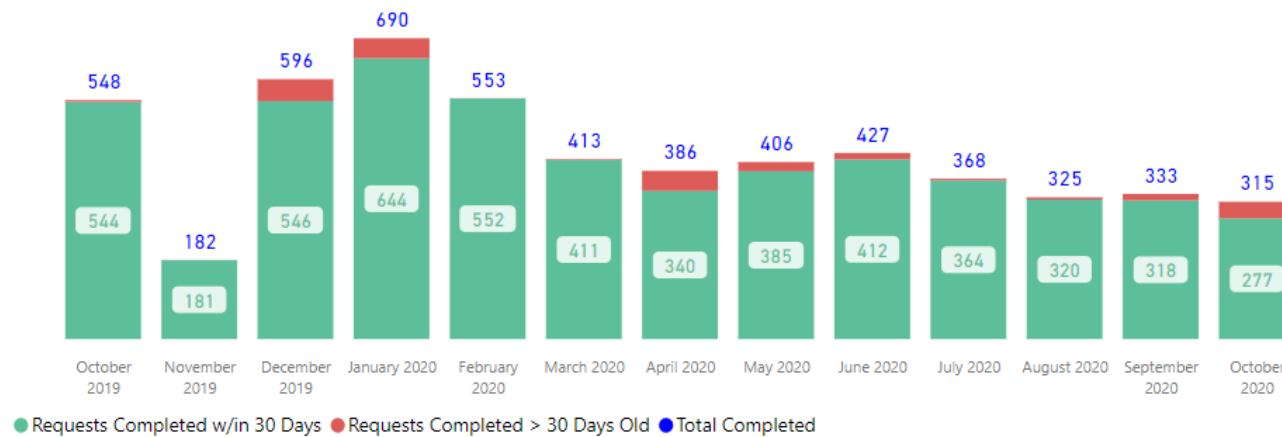
13.57

Total TAT (Rec'd-Compl.) Avg

5.75

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

5542

Requests Completed

248

Requests Completed > 30 Days Old

4.47 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service: Seized Drugs Examination ▾

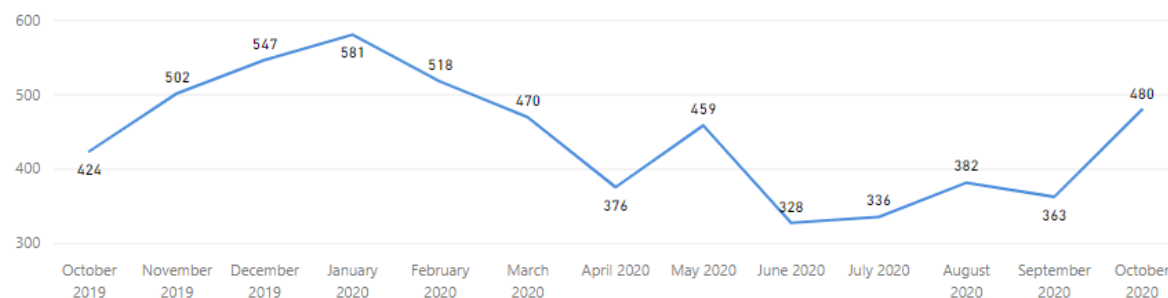
Priority Type: All ▾

Received Filter

10/1/2019 10/31/2020

_____○────────────────○

Received by Month



Total Received

5,766

Received per Month (Avg)*

444

Completed Filter

10/1/2019 10/31/2020

_____○────────────────○

Completed by Month



Total Completed

5,542

Completed per Month (Avg)*

426

*** months with zero activity are not calculated into the average**

Toxicology

Service

Blood Alcohol

Priority Type

All

of Unassigned

1090[!]

Goal: 50 (-2080%)

Pending Draft

64[✓]

Goal: 120 (+46.67%)

Pending Tech

128[!]

Goal: 90 (-42.22%)

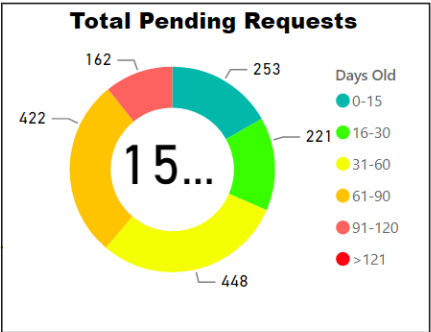
Pending Admin

224[!]

Goal: 90 (-148.89%)

Goal= Threshold for the max # of requests in each bucket

- 1032
- Justice Trax Past Critical Age
- 65
- Avg Age of Requests >30 D..
- 96
- Age-Oldest Unassigned
- 75
- Age-Oldest Pending Draft
- 96
- Age-Oldest Pending Tech
- 117
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

98.9[!]

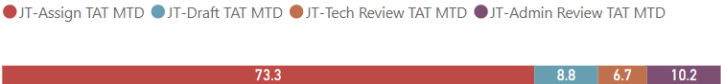
Goal: 30, 31

Overall TAT (Past 90 Days)

110.3[!]

Goal: 30, 31

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
72575		5
69976	2020-075	31

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

26[✓]

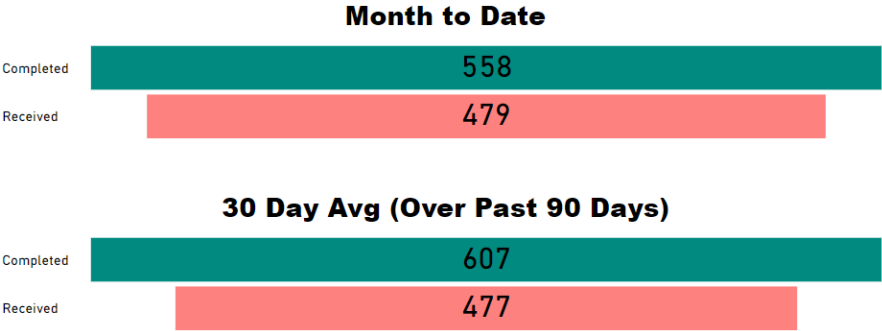
Goal: 30, 31

Avg Age of Open Reports*

31

Quality Filter

Toxicology



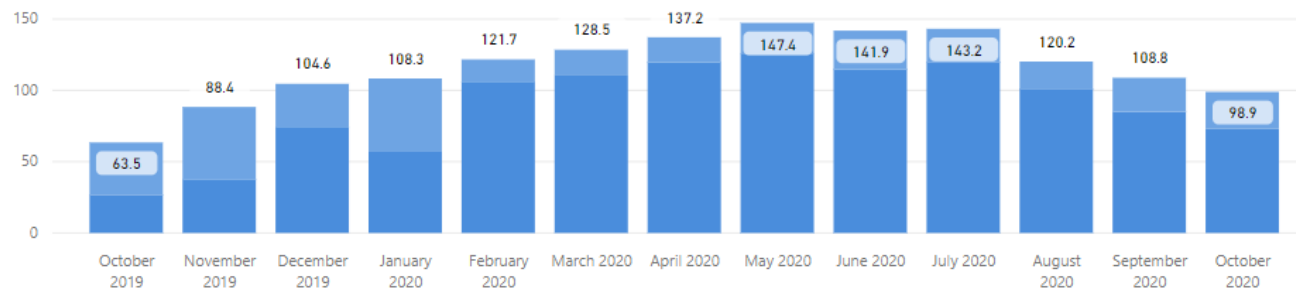
Date Range

10/1/2019

10/31/2020

Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



Request Type

Blood Alcohol

Priority Type

All

Selected Time Frame Averages

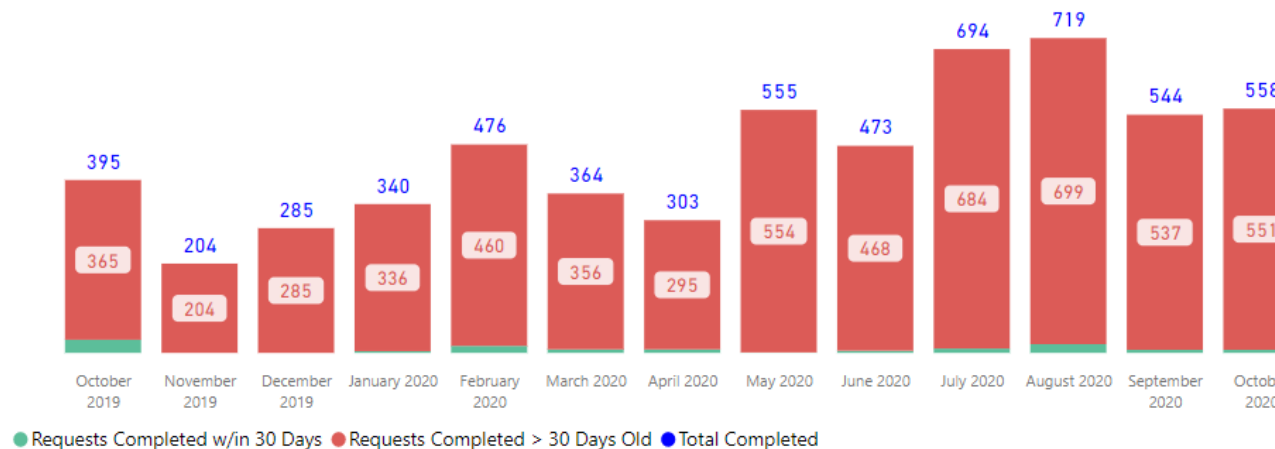
119.32

Total TAT (Rec'd-Compl.) Avg

25.75

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

5910

Requests Completed

5794

Requests Completed > 30 Days Old

98.04 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

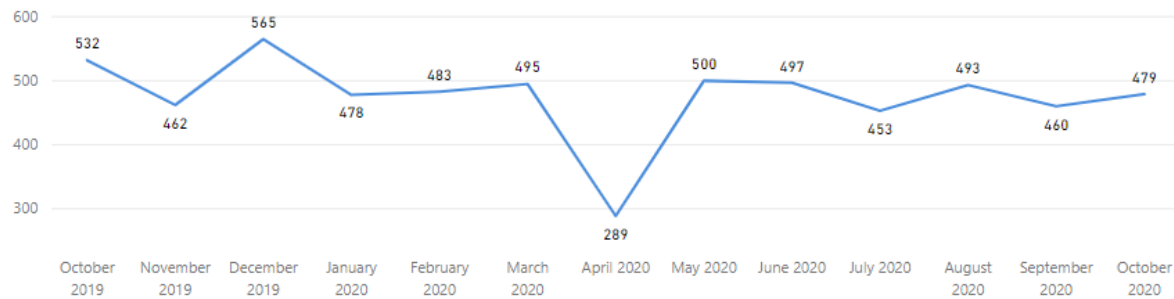
Service
Blood Alcohol

Priority Type
All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

6,186

Received per Month (Avg)*

476

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

5,910

Completed per Month (Avg)*

455

* months with zero activity are not calculated into the average

Service
Priority Type

Toxicology
All

of Unassigned

778!

Goal: 120 (-548.33%)

Pending Draft

350!

Goal: 30 (-1066.67%)

Pending Tech

0✓

Goal: 30 (+100%)

Pending Admin

3✓

Goal: 30 (+90%)

Goal= Threshold for the max # of requests in each bucket

904

Justice Trax Past Critical Age

84

Avg Age of Requests >30 D..

200

Age-Oldest Unassigned

162

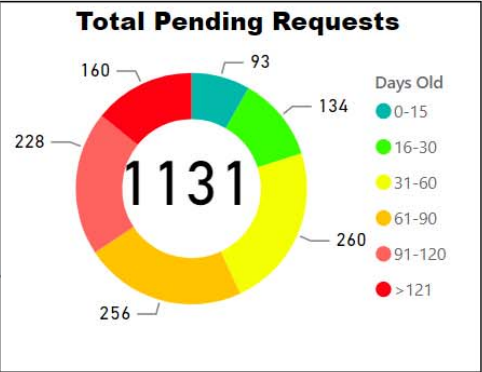
Age-Oldest Pending Draft

0

Age-Oldest Pending Tech

64

Age-Oldest Pending Admin



Overall TAT (Month to Date)

119.3!

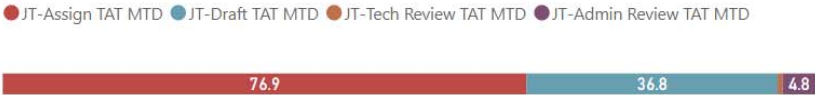
Goal: 90, 91

Overall TAT (Past 90 Days)

128.7!

Goal: 90, 91

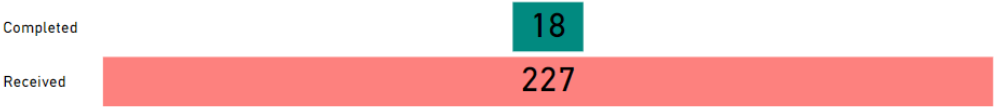
TAT by Phase of Work (MTD)



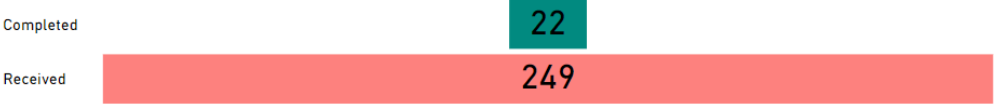
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
72575		5
69976	2020-075	31

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

26✓

Goal: 30, 31

Avg Age of Open Reports*

31

Quality Filter

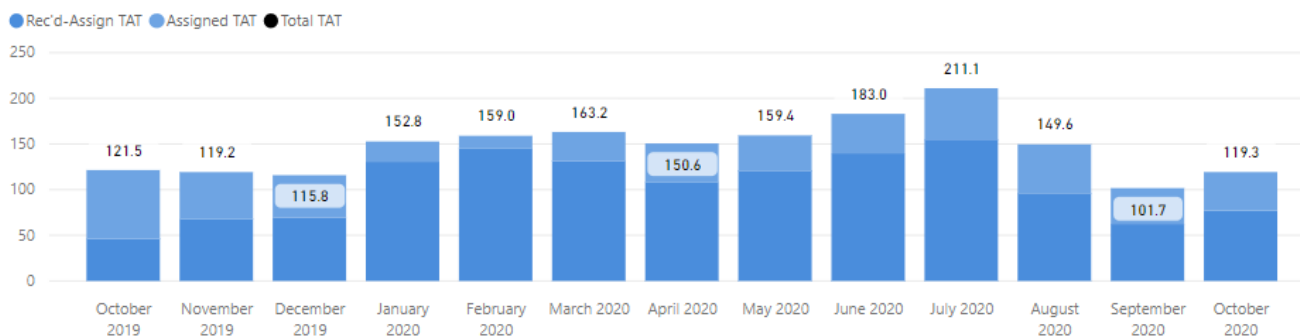
Toxicology

Date Range

10/1/2019

10/31/2020

Total TAT by Month



Request Type

Toxicology

Priority Type

All

Selected Time Frame Averages

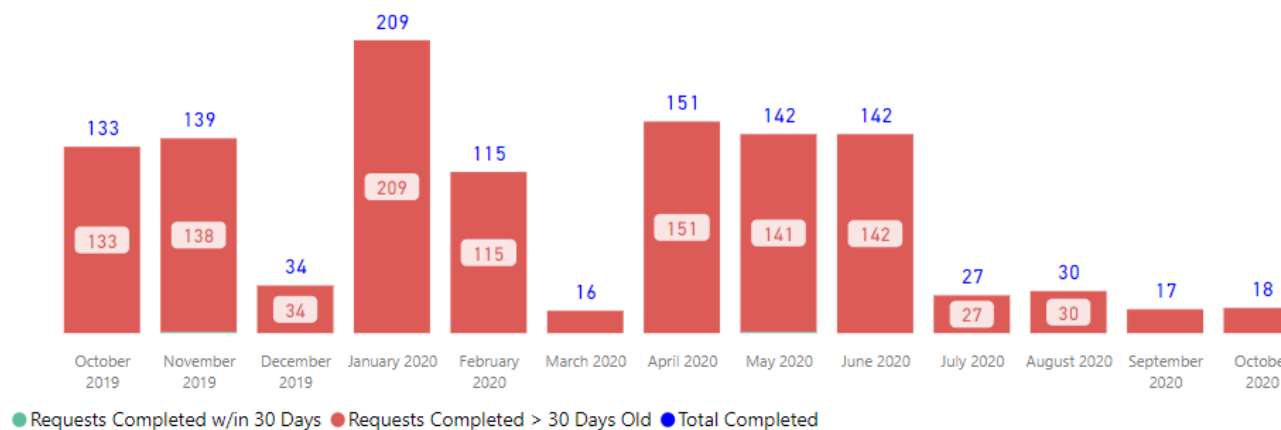
149.13

Total TAT (Rec'd-Compl.) Avg

41.13

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1173

Requests Completed

1171

Requests Completed > 30 Days Old

99.83 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service
Toxicology

Priority Type
All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

1,652

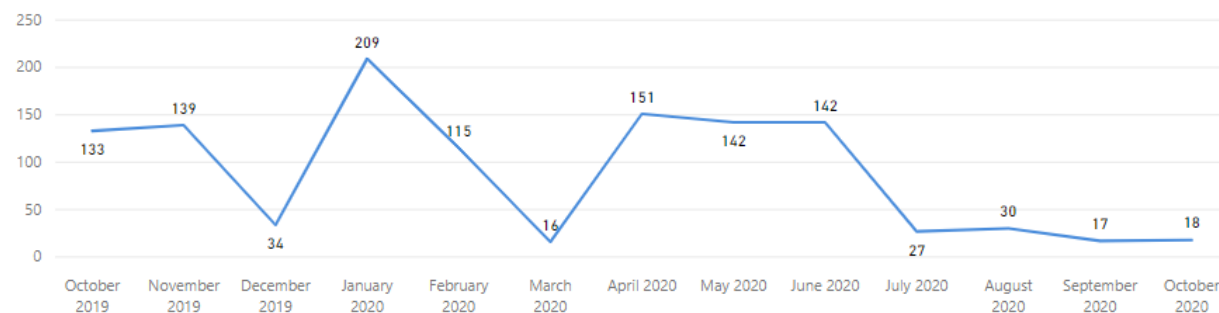
Received per Month (Avg)*

127

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

1,173

Completed per Month (Avg)*

90

* months with zero activity are not calculated into the average

Firearms

Service

Firearms Examination

Priority Type

All

of Unassigned

26!

Goal: 10 (-160%)

Pending Draft

24!

Goal: 14 (-71.43%)

Pending Tech

6✓

Goal: 9 (+33.33%)

Pending Admin

0✓

Goal: 5 (+100%)

Goal= Threshold for the max # of requests in each bucket

30

Justice Trax Past Critical Age

69

Avg Age of Requests >30 D..

57

Age-Oldest Unassigned

134

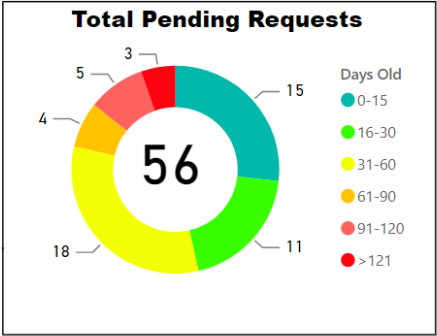
Age-Oldest Pending Draft

171

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



Overall TAT (Month to Date)

60.5!

Goal: 40, 41

Overall TAT (Past 90 Days)

57.7!

Goal: 40, 41

TAT by Phase of Work (MTD)

JT-Assign TAT MTD

JT-Draft TAT MTD

JT-Tech Review TAT MTD

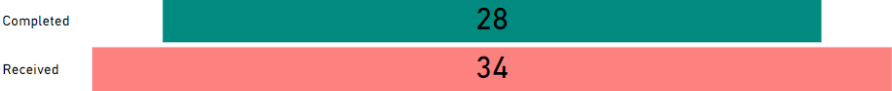
JT-Admin Review TAT MTD



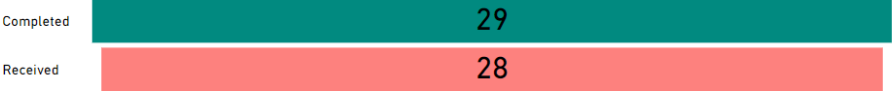
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
71315		19
71805		14

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

45!

Goal: 30, 31

Avg Age of Open Reports*

NaN

Quality Filter

Firearms

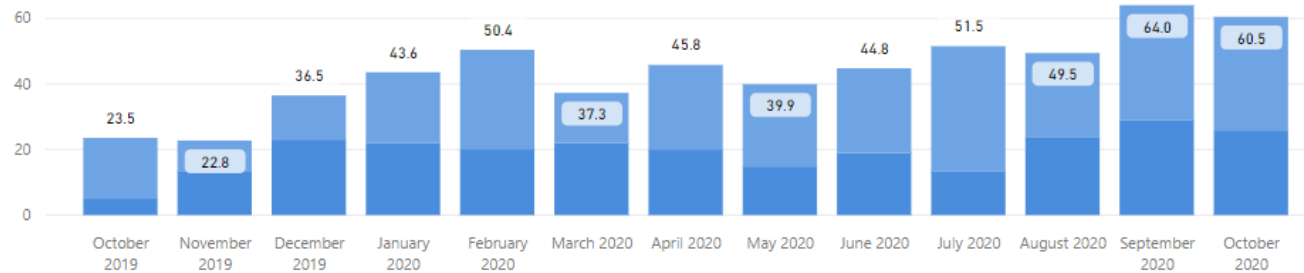
Date Range

10/1/2019

10/31/2020

Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



Request Type

Firearms Examination

Priority Type

All

Selected Time Frame Averages

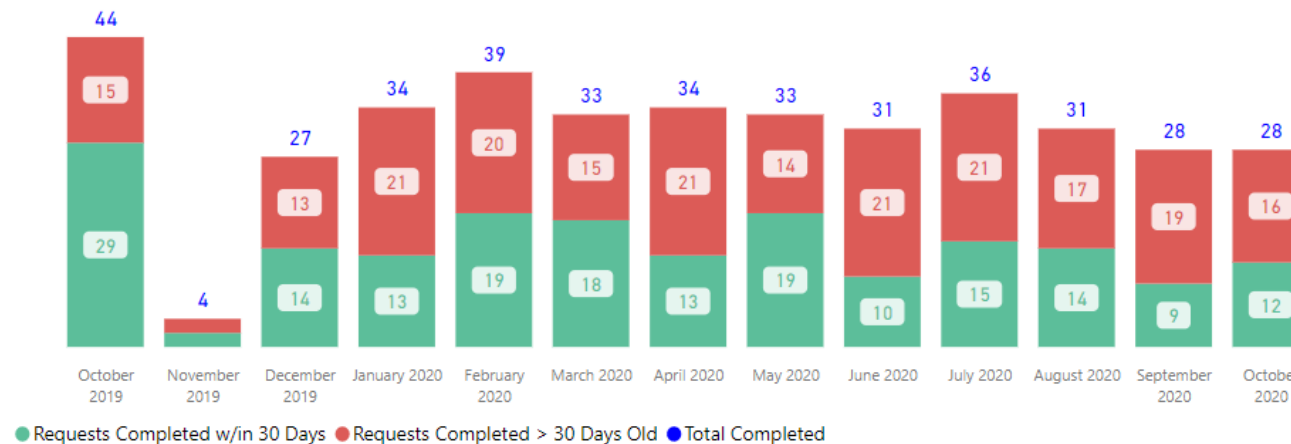
44.61

Total TAT (Rec'd-Compl.) Avg

25.55

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

402

Requests Completed

215

Requests Completed > 30 Days Old

53.48 %

% Completed > 30 Days Old

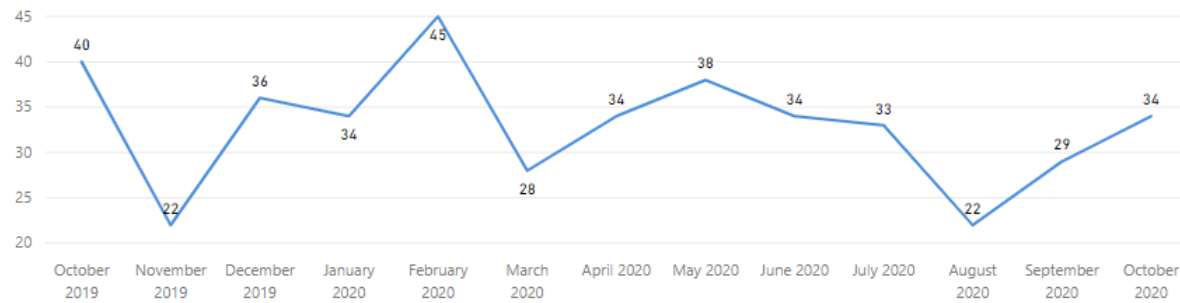
Requests more than 30 days old are considered to be backlogged requests

Service: Firearms Examination ▼ Priority Type: All ▼

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

429

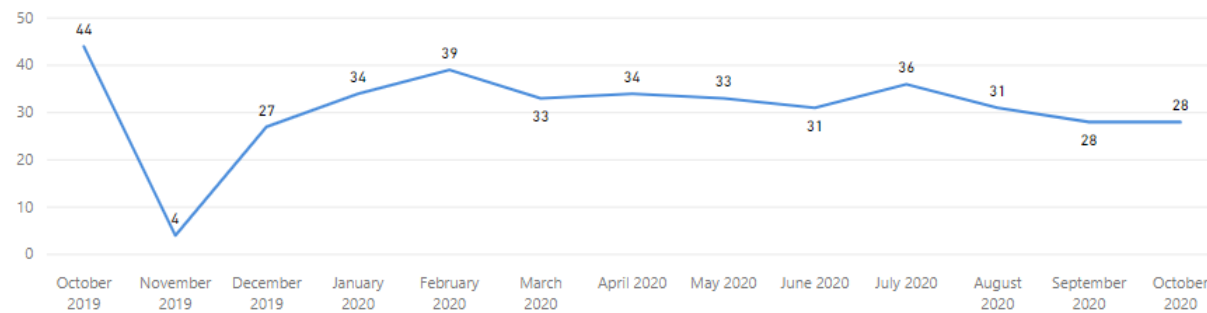
Received per Month (Avg)*

33

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

402

Completed per Month (Avg)*

31

*** months with zero activity are not calculated into the average**

Service

NIBIN Only

Priority Type

All

of Unassigned

17✓

Goal: 20 (+15%)

Pending Draft

2✓

Goal: 35 (+94.29%)

Pending Tech

18✓

Goal: 20 (+10%)

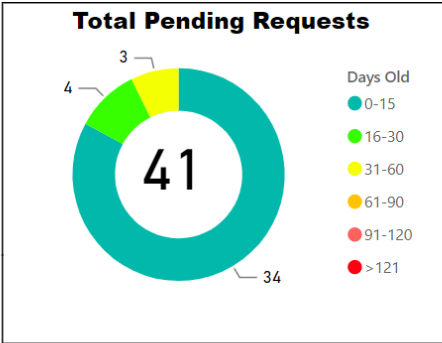
Pending Admin

4✓

Goal: 20 (+80%)

Goal= Threshold for the max # of requests in each bucket

- 3
- Justice Trax Past Critical Age
- 33
- Avg Age of Requests >30 D..
- 37
- Age-Oldest Unassigned
- 23
- Age-Oldest Pending Draft
- 29
- Age-Oldest Pending Tech
- 5
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

2.6✓

Goal: 7, 8

Overall TAT (Past 90 Days)

2.2✓

Goal: 7, 8

TAT by Phase of Work (MTD)

● JT-Assign TAT MTD ● JT-Draft TAT MTD ● JT-Tech Review TAT MTD ● JT-Admin Review TAT MTD



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
71315		19
71805		14

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

45!

Goal: 30, 31

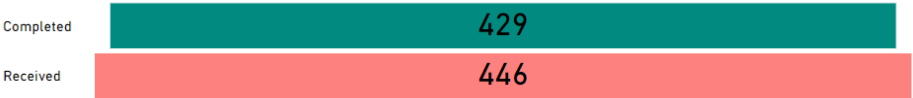
Avg Age of Open Reports*

NaN

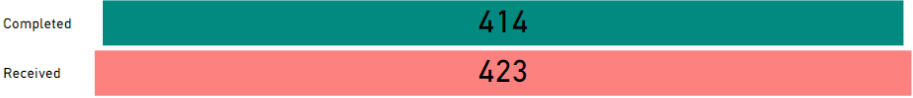
Quality Filter

Firearms

Month to Date



30 Day Avg (Over Past 90 Days)

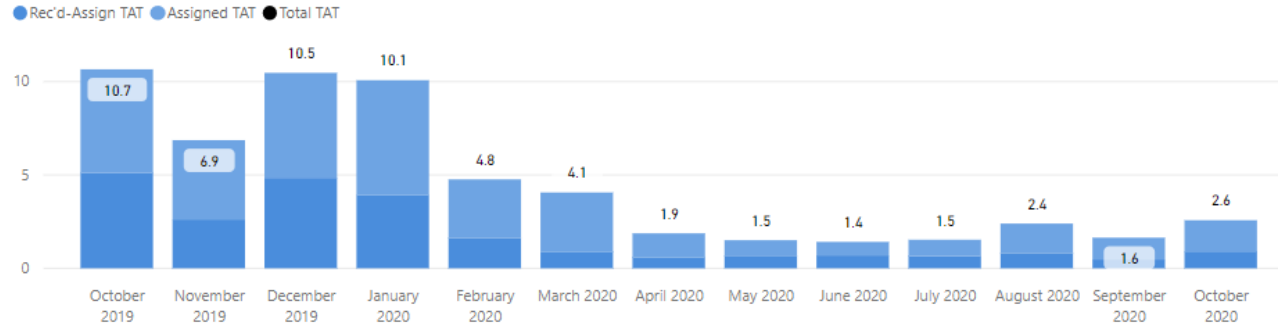


Date Range

10/1/2019

10/31/2020

Total TAT by Month



Request Type

NIBIN Only

Priority Type

All

Selected Time Frame Averages

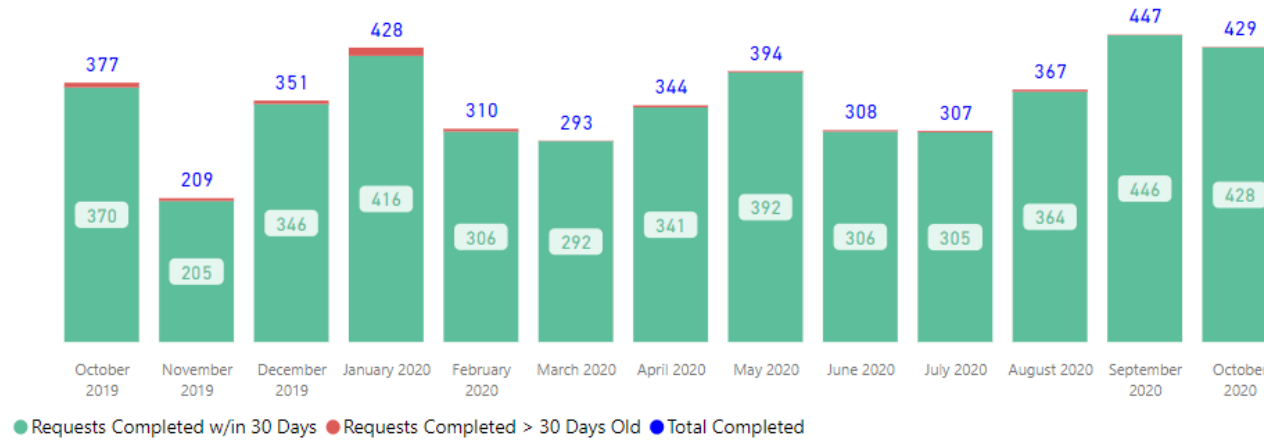
4.59

Total TAT (Rec'd-Compl.) Avg

2.75

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

4564

Requests Completed

47

Requests Completed > 30 Days Old

1.03 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service: NIBIN Only
Priority Type: All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

4,467

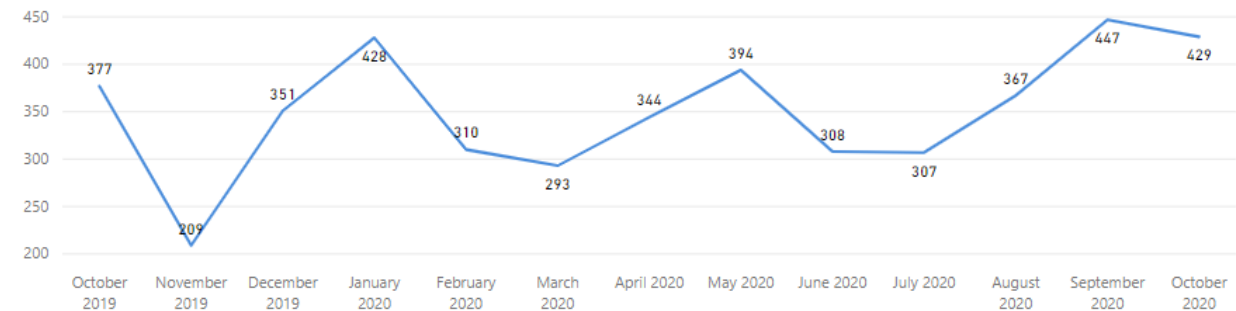
Received per Month (Avg)*

344

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

4,564

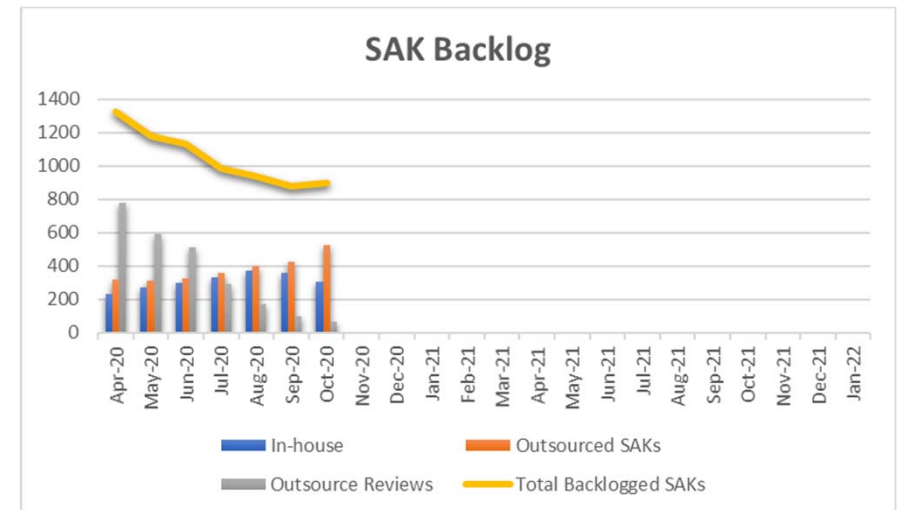
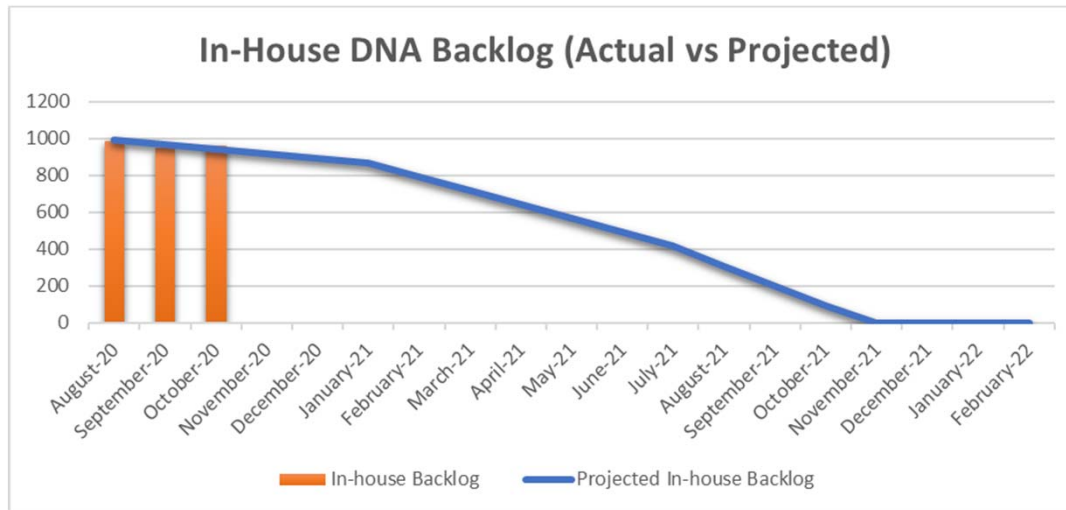
Completed per Month (Avg)*

351

* months with zero activity are not calculated into the average

Forensic Biology

DNA Backlog Update



Section

Request Type

DNA

All

of Unassigned

4✓

Goal: 20 (+80%)

Pending Draft

881!

Goal: 24 (-3570.83%)

Pending Tech

67!

Goal: 24 (-179.17%)

Pending Admin

11✓

Goal: 20 (+45%)

Goal= Threshold for the max # of requests in each bucket

962

Past Critical Age

198

Avg Age of Reqeusts >30 ...

33

Age-Oldest Unassigned PL

1298

Age-Oldest Pending Draft...

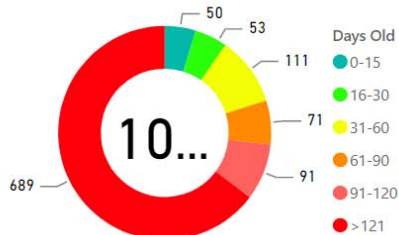
2361

Age-Oldest Pending Tech ...

540

Age-Oldest Pending Adm...

Total Pending Requests

Overall TAT
(Month to Date)

243.7!

Goal: 30, 31

Overall TAT
(Past 90 Days)

210.7!

Goal: 30, 31

TAT by Phase of Work (MTD)

PL-Assign TAT MTD PL-Draft TAT MTD PL-Tech Review TAT MTD PL-Admin Review TAT MTD



TAT by Phase of Work (Past 90 Days)



Month to Date

Completed

104

Recieved

104

30 Day Avg (Over Past 90 Days)

Completed

121

Received

103

Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	541
34624	2018-094	523
55683	2019-093	215
57152	2020-004	194
57686	2020-008	187
59592	2020-021	169
60004		163

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

50!

Goal: 40, 41

Avg Age of Open Reports*

118

Quality Filter

Biology/DNA

Section: DNA
Request Type: SAK

of Unassigned
0✓
Goal: 20 (+100%)

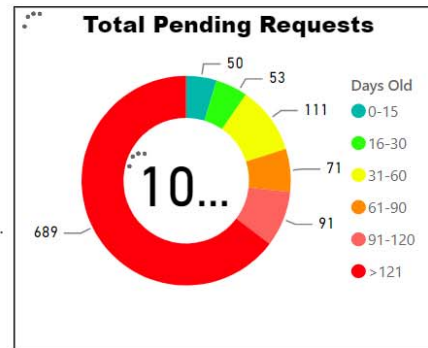
Pending Draft
278!
Goal: 24 (-1058.33%)

Pending Tech
29!
Goal: 24 (-20.83%)

Pending Admin
4✓
Goal: 20 (+80%)

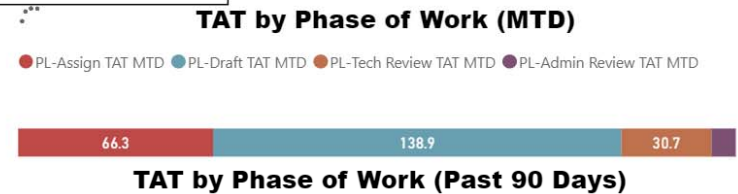
Goal= Threshold for the max # of requests in each bucket

307
Past Critical Age
272
Avg Age of Reqeusts >30 ...
0
Age-Oldest Unassigned PL
1298
Age-Oldest Pending Draft...
430
Age-Oldest Pending Tech ...
354
Age-Oldest Pending Adm...



Overall TAT (Month to Date)
327.1!
Goal: 30, 31

Overall TAT (Past 90 Days)
309.9!
Goal: 30, 31



Open Quality Reports

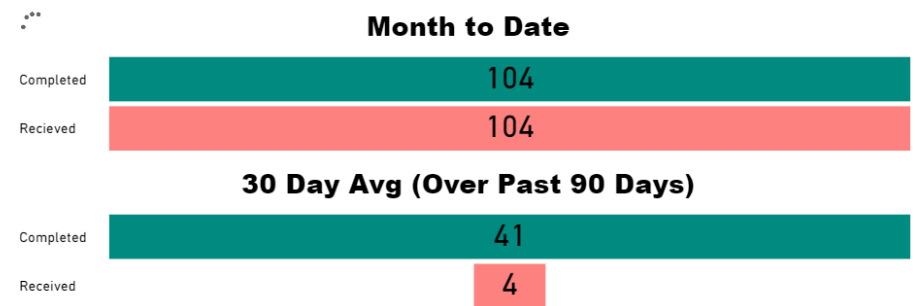
Qualtrax ID	Workflow #	Age
33435	2018-085	541
34624	2018-094	523
55683	2019-093	215
57152	2020-004	194
57686	2020-008	187
59592	2020-021	169
60004		163

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT
50!
Goal: 40, 41

Avg Age of Open Reports*
118

Quality Filter: Biology/DNA



Section
Outsourced - DNA

Request Type
All

of Unassigned
589!
Goal: 100 (-489%)

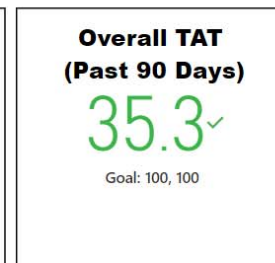
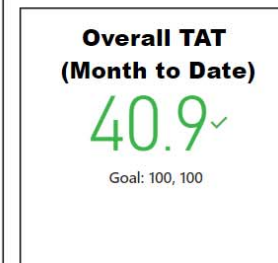
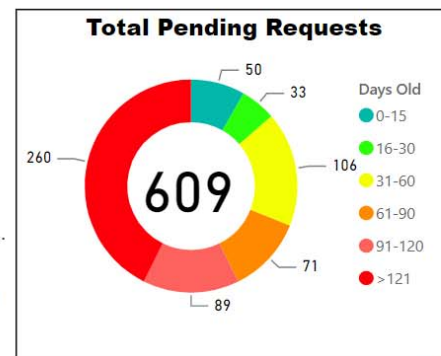
Pending Draft
2✓
Goal: 100 (+98%)

Pending Tech
18✓
Goal: 100 (+82%)

Pending Admin
0✓
Goal: 100 (+100%)

526
Past Critical Age
125
Avg Age of Reqeusts >30 ...
756
Age-Oldest Unassigned PL
215
Age-Oldest Pending Draft...
243
Age-Oldest Pending Tech ...
0
Age-Oldest Pending Adm...

Goal= Threshold for the max # of requests in each bucket



TAT by Phase of Work (MTD)

● PL-Assign TAT MTD
● PL-Draft TAT MTD
● PL-Tech Review TAT MTD
● PL-Admin Review TAT MTD

TAT by Phase of Work (Past 90 Days)

Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	541
34624	2018-094	523
55683	2019-093	215
57152	2020-004	194
57686	2020-008	187
59592	2020-021	169
60004		163

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

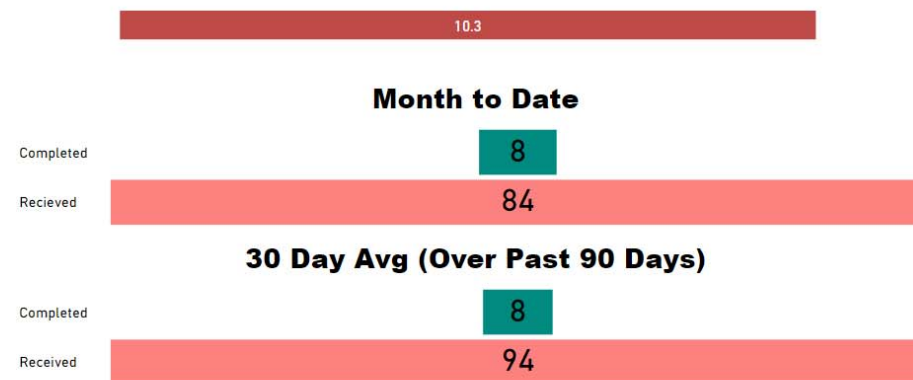
50!

Goal: 40, 41

Avg Age of Open Reports*

118

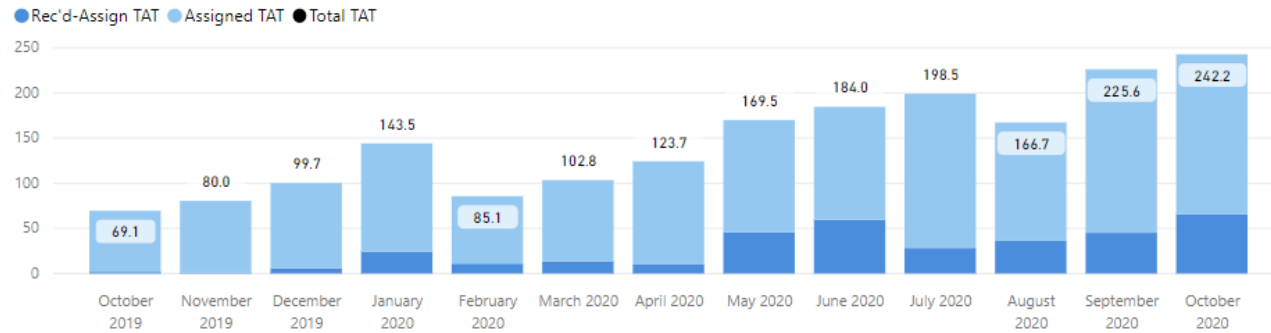
Quality Filter
Biology/DNA



Date Range

10/1/2019 10/31/2020

Total TAT by Month



Request Type

DNA

Request Type

All

Selected Time Frame Averages

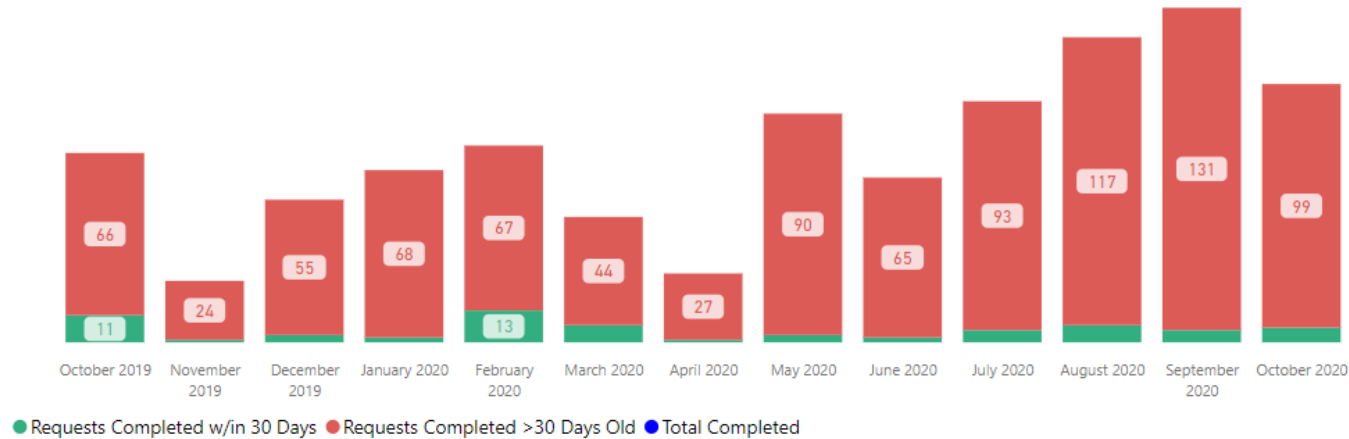
161.06

Total TAT (Rec'd-Compl.) Avg

129.41

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1012

Requests Completed

946

Requests Completed > 30 Days

93.48 %

% Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests

Section

DNA

Request Type

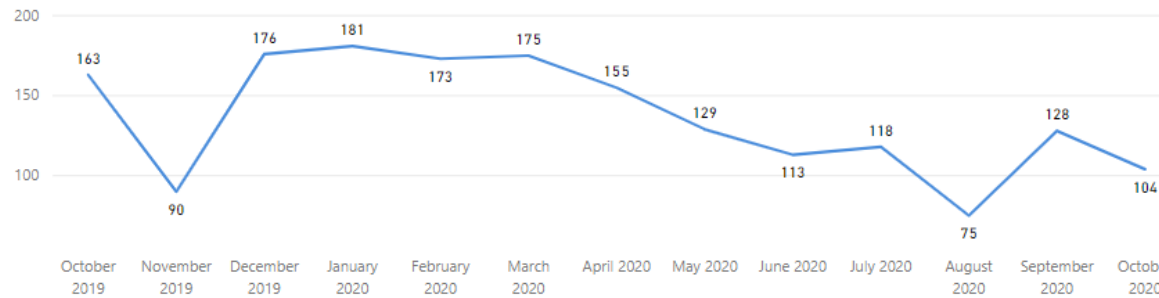
All

Received Filter

10/1/2019

10/31/2020

Received by Month



Total Received

1780

Received per Month (Avg)*

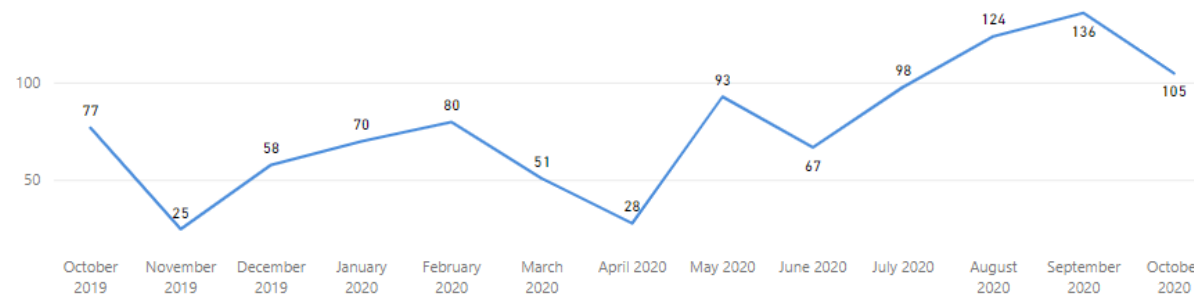
137

Completed Filter

10/1/2019

10/31/2020

Completed by Month



Total Completed

1012

Completed per Month (Avg)*

78

* months with zero activity are not calculated into the average

Section

Request Type

Screening

All

of Unassigned

0✓

Goal: 10 (+100%)

Pending Draft

13✓

Goal: 14 (+7.14%)

Pending Tech

6✓

Goal: 16 (+62.5%)

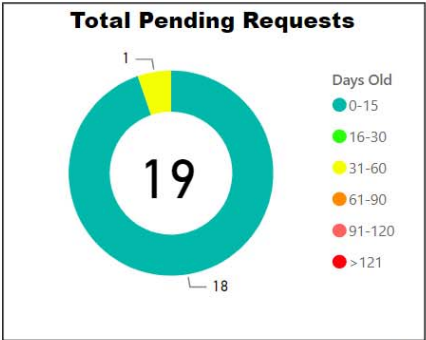
Pending Admin

0✓

Goal: 12 (+100%)

Goal= Threshold for the max # of requests in each bucket

- 1
- Past Critical Age
- 43
- Avg Age of Reqeusts >30 ...
- 0
- Age-Oldest Unassigned PL
- 43
- Age-Oldest Pending Draft...
- 5
- Age-Oldest Pending Tech ...
- 0
- Age-Oldest Pending Adm...



Overall TAT (Month to Date)

24.0!

Goal: 10, 11

Overall TAT (Past 90 Days)

15.5!

Goal: 10, 11

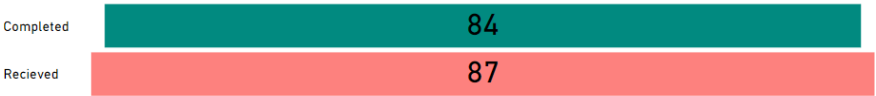
TAT by Phase of Work (MTD)



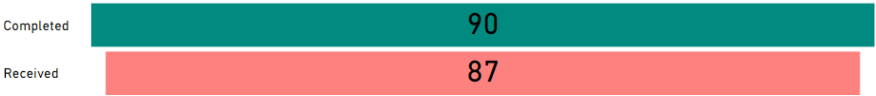
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	541
34624	2018-094	523
55683	2019-093	215
57152	2020-004	194
57686	2020-008	187
59592	2020-021	169
60004		163

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

50!

Goal: 40, 41

Avg Age of Open Reports*

118

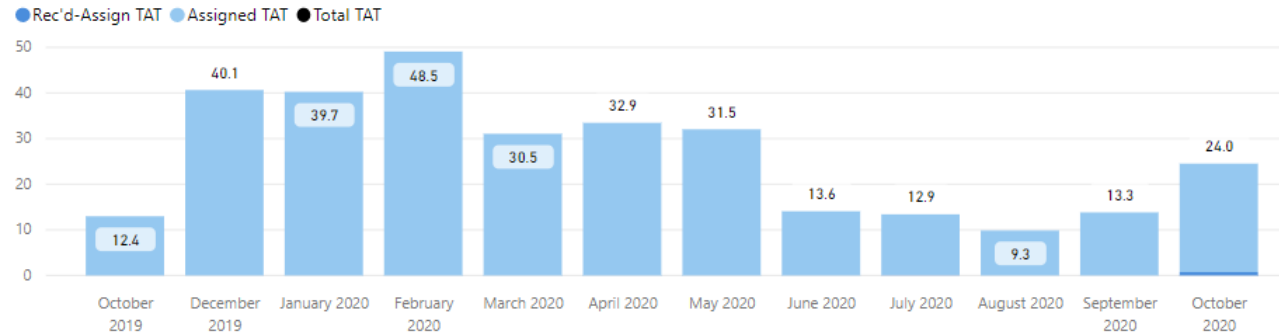
Quality Filter

Biology/DNA

Date Range

10/1/2019 10/31/2020

Total TAT by Month



Request Type

Screening

Request Type

All

Selected Time Frame Averages

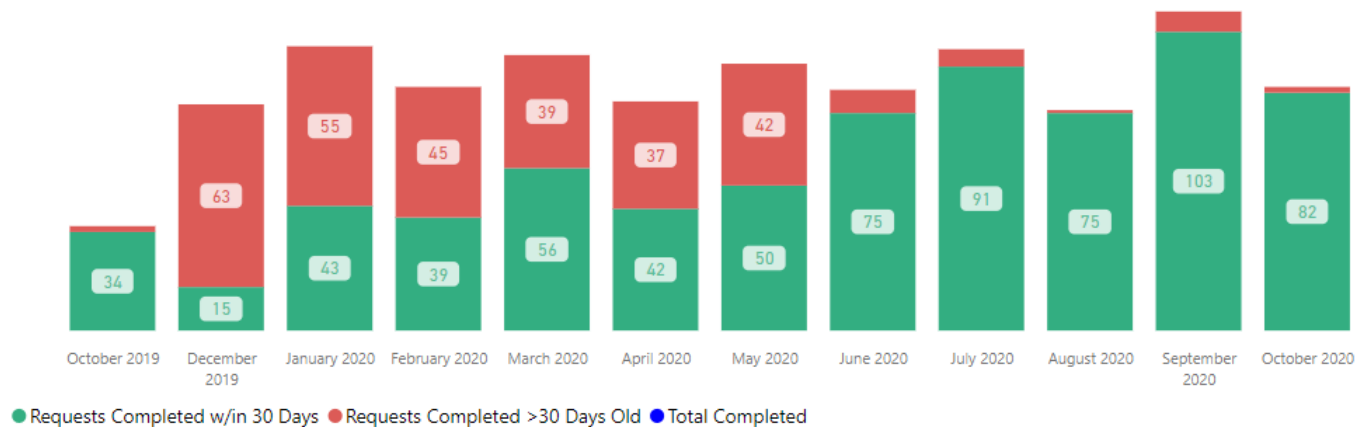
26.18

Total TAT (Rec'd-Compl.) Avg

26.65

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1012

Requests Completed

307

Requests Completed > 30 Days

30.34 %

% Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests

Section

Screening

Request Type

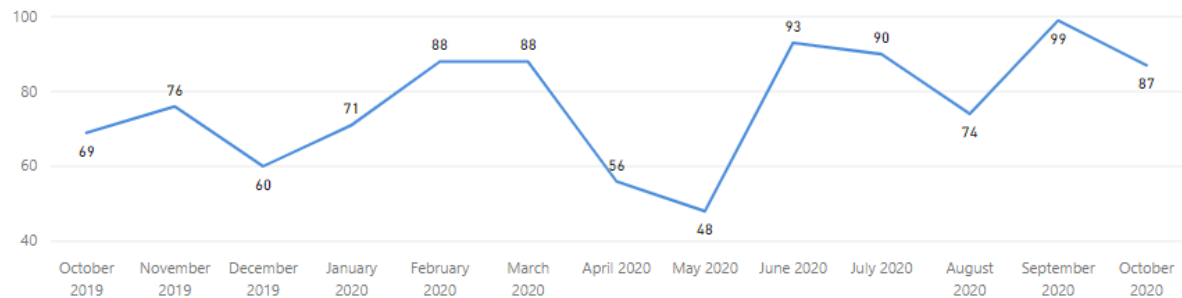
All

Received Filter

10/1/2019

10/31/2020

Received by Month



Total Received

999

Received per Month (Avg)*

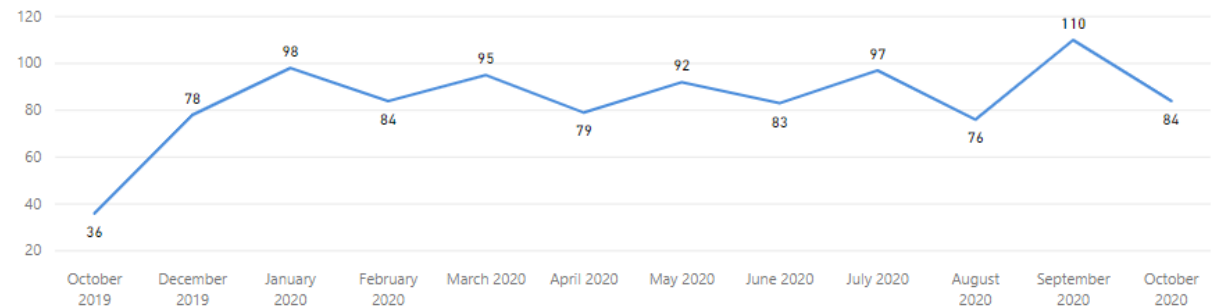
77

Completed Filter

10/1/2019

10/31/2020

Completed by Month



Total Completed

1012

Completed per Month (Avg)*

84

* months with zero activity are not calculated into the average

Section

CODIS

CODIS Hit Type

All

of Unassigned

34✓

Goal: 100 (+66%)

Pending Draft

60!

Goal: 20 (-200%)

Pending Tech

4✓

Goal: 15 (+73.33%)

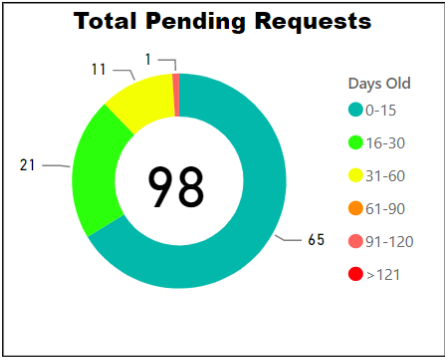
Pending Admin

0✓

Goal: 0

Goal= Threshold for the max # of requests in each bucket

- 12
- Past Critical Age
- 40
- Avg Age of Reqeusts >30 ...
- 95
- Age-Oldest Unassigned PL
- 33
- Age-Oldest Pending Draft...
- 30
- Age-Oldest Pending Tech ...
- 0
- Age-Oldest Pending Adm...



Overall TAT (Month to Date)

12.1✓

Goal: 30, 31

Overall TAT (Past 90 Days)

12.3✓

Goal: 30, 31

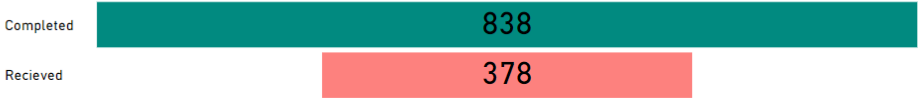
TAT by Phase of Work (MTD)



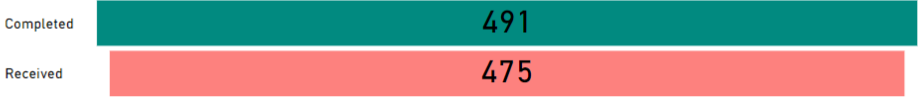
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	541
34624	2018-094	523
55683	2019-093	215
57152	2020-004	194
57686	2020-008	187
59592	2020-021	169
60004		163

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

50!

Goal: 40, 41

Avg Age of Open Reports*

118

Quality Filter

Biology/DNA

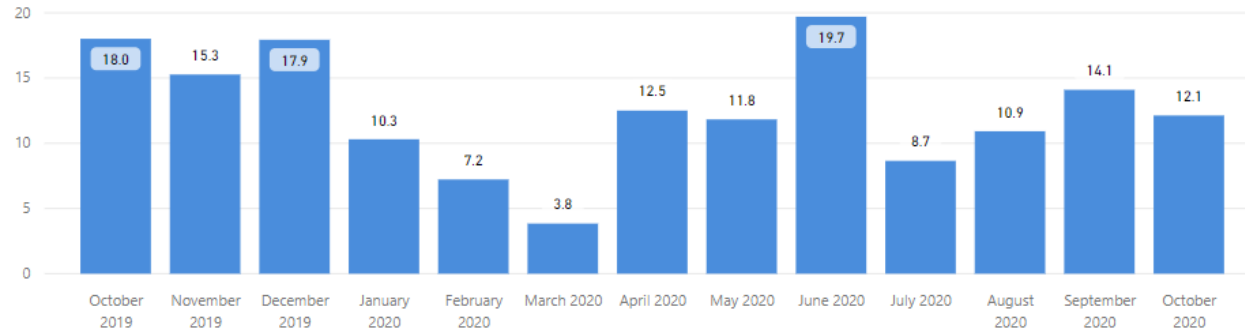
Date Range

10/1/2019 10/31/2020

Request Type

CODIS

Total TAT by Month

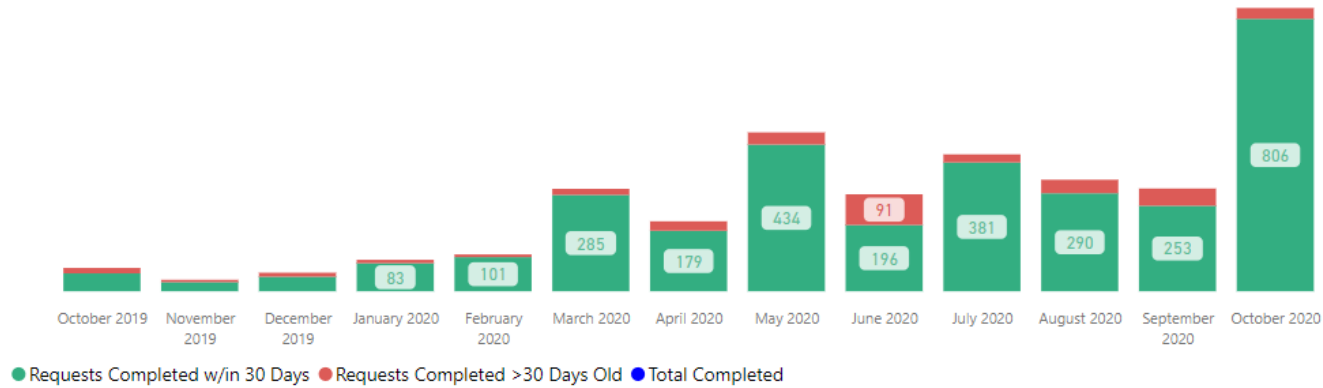


Selected Time Frame Averages

11.71

Total TAT (Rec'd-Compl.) Avg

Requests Completed



Received to Complete

3504

Requests Completed

373

Requests Completed > 30 Days

10.64 %

% Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests

Section

CODIS

Hit Type

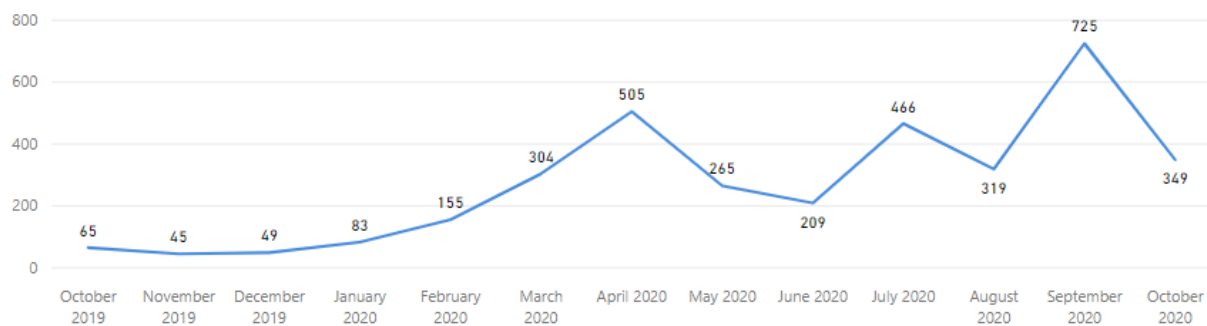
All

Received Filter

10/1/2019

10/31/2020

Received by Month



Total Received

3539

Received per Month (Avg)*

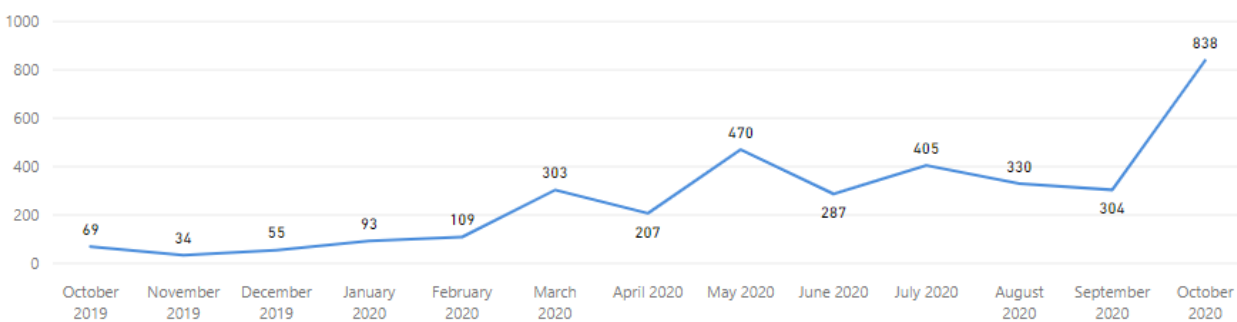
272

Completed Filter

10/1/2019

10/31/2020

Completed by Month



Total Completed

3504

Completed per Month (Avg)*

270

* months with zero activity are not calculated into the average

Latent Prints

Service
Priority Type

Latent Comparison
All

of Unassigned

2282!

Goal: 230 (-892.17%)

Pending Draft

81!

Goal: 50 (-62%)

Pending Tech

21✓

Goal: 50 (+58%)

Pending Admin

1✓

Goal: 50 (+98%)

Goal= Threshold for the max # of requests in each bucket

2228

Justice Trax Past Critical Age

342

Avg Age of Requests >30 D..

1647

Age-Oldest Unassigned

1754

Age-Oldest Pending Draft

1607

Age-Oldest Pending Tech

396

Age-Oldest Pending Admin

Open Quality Reports

Qualtrax ID	Workflow #	Age
72319		9
72527		6
72533		6
44789	2019-028	372
62079	2020-033	130
64699	2020-043	98

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

29✓

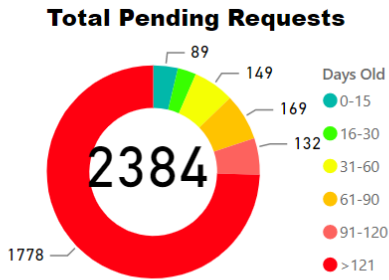
Goal: 40, 41

Avg Age of Open Reports*

200

Quality Filter

Latent Prints



Overall TAT (Month to Date)

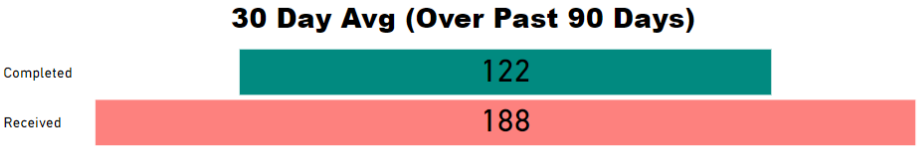
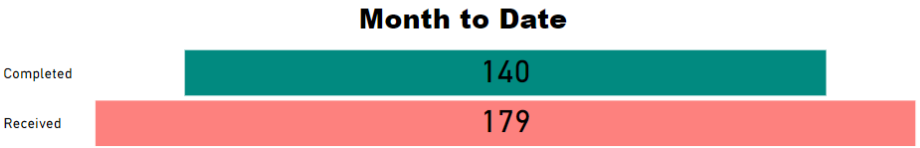
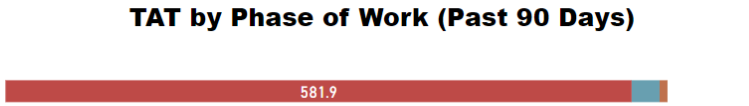
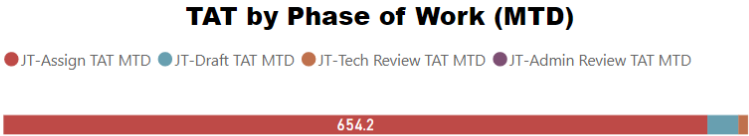
691.9!

Goal: 45, 46

Overall TAT (Past 90 Days)

615.3!

Goal: 45, 46



Date Range

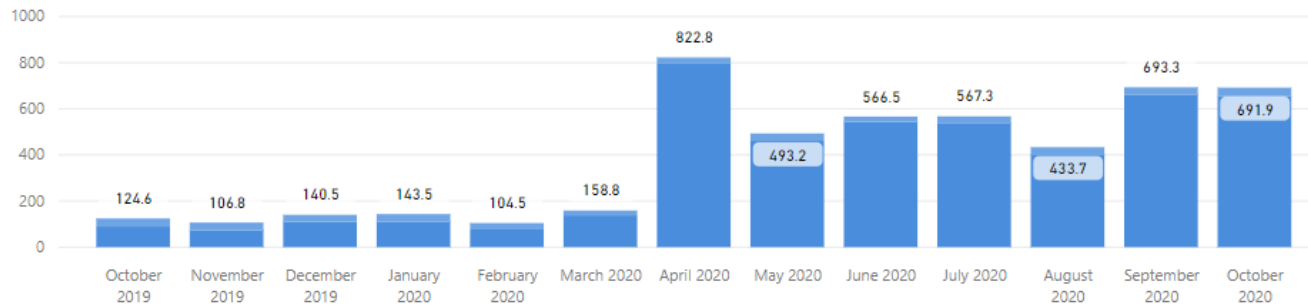
10/1/2019

10/31/2020

Total TAT by Month



● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



Request Type

Latent Comparison

Priority Type

All

Selected Time Frame Averages

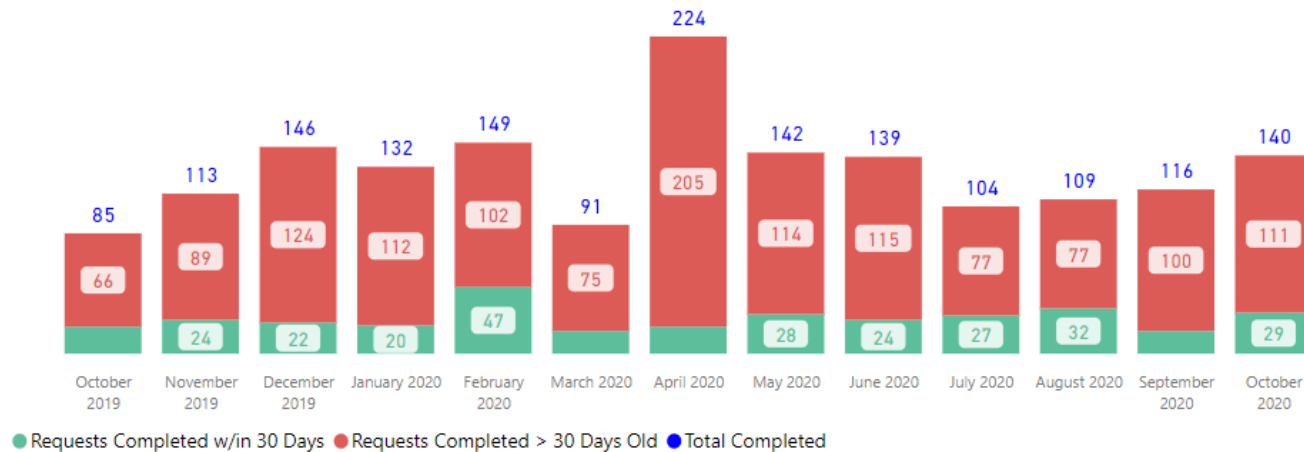
419.40

Total TAT (Rec'd-Compl.) Avg

30.04

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1690

Requests Completed

1367

Requests Completed > 30 Days Old

80.89 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service Priority Type

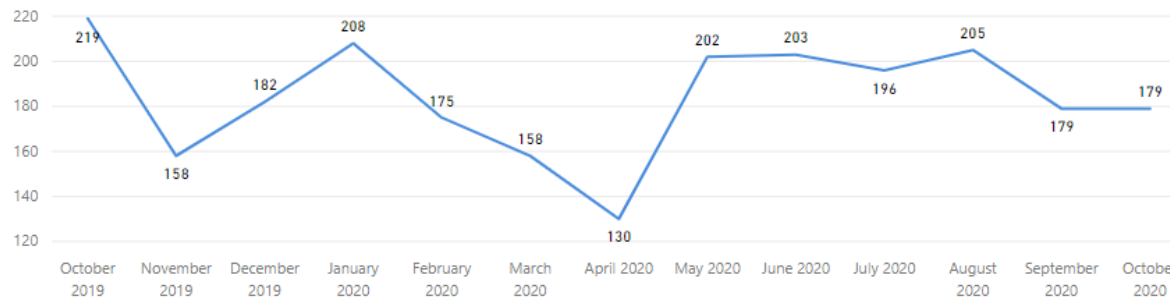


Received Filter

10/1/2019 10/31/2020



Received by Month



Total Received

2,394

Received per Month (Avg)*

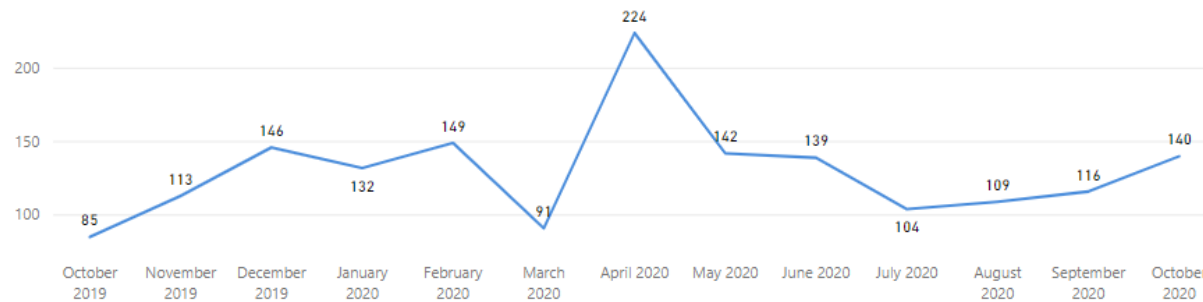
184

Completed Filter

10/1/2019 10/31/2020



Completed by Month



Total Completed

1,690

Completed per Month (Avg)*

130

* months with zero activity are not calculated into the average

Service
Priority Type

Latent Processing
All

of Unassigned
361!
Goal: 50 (-622%)

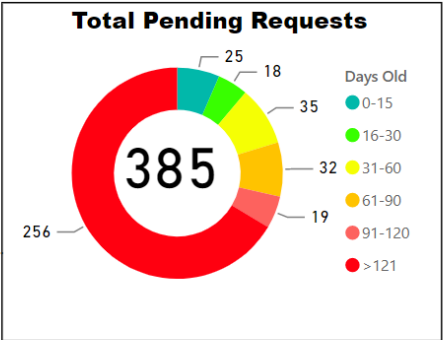
Pending Draft
7✓
Goal: 30 (+76.67%)

Pending Tech
14✓
Goal: 30 (+53.33%)

Pending Admin
3✓
Goal: 30 (+90%)

Goal= Threshold for the max # of requests in each bucket

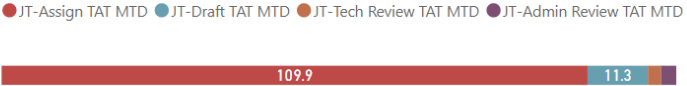
342
Justice Trax Past Critical Age
238
Avg Age of Requests >30 D..
478
Age-Oldest Unassigned
481
Age-Oldest Pending Draft
495
Age-Oldest Pending Tech
465
Age-Oldest Pending Admin



Overall TAT
(Month to Date)
126.6!
Goal: 30, 31

Overall TAT
(Past 90 Days)
183.7!
Goal: 30, 31

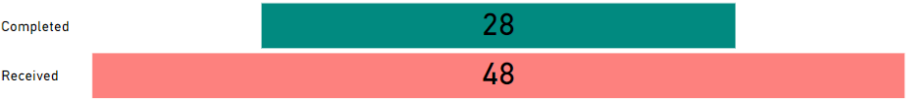
TAT by Phase of Work (MTD)



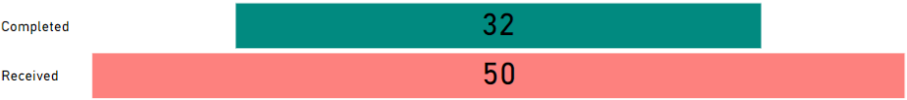
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
72319		9
72527		6
72533		6
44789	2019-028	372
62079	2020-033	130
64699	2020-043	98

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT
29✓
Goal: 40, 41

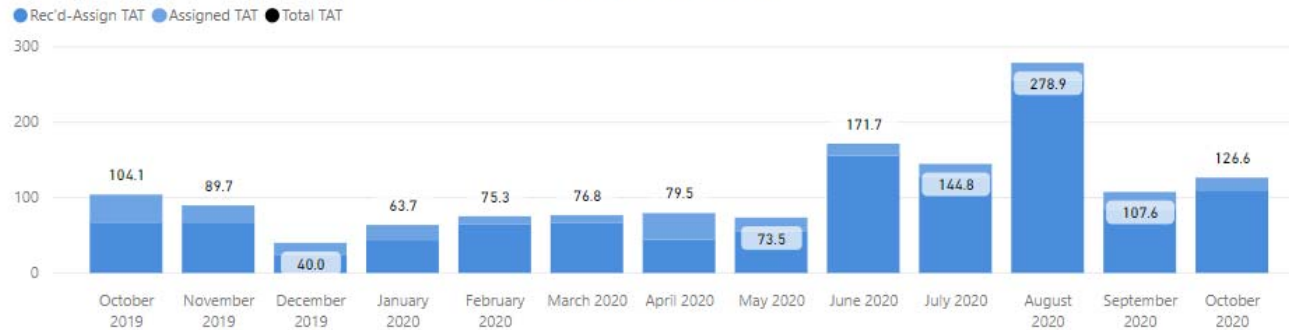
Avg Age of Open Reports*
200

Quality Filter
Latent Prints

Date Range

10/1/2019 10/31/2020

Total TAT by Month



Request Type

Latent Processing

Priority Type

All

Selected Time Frame Averages

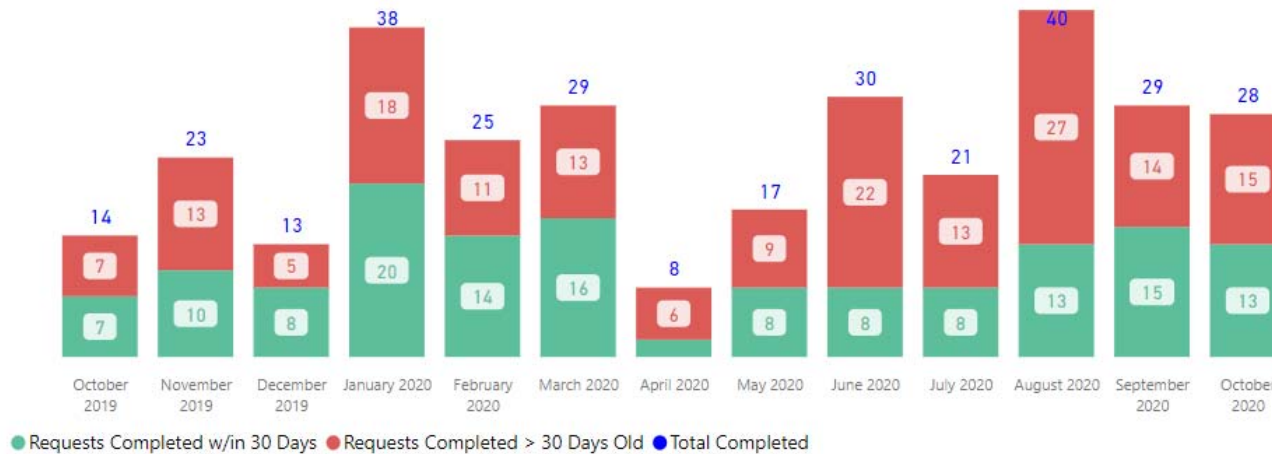
122.11

Total TAT (Rec'd-Compl.) Avg

19.31

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

315

Requests Completed

173

Requests Completed > 30 Days Old

54.92 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

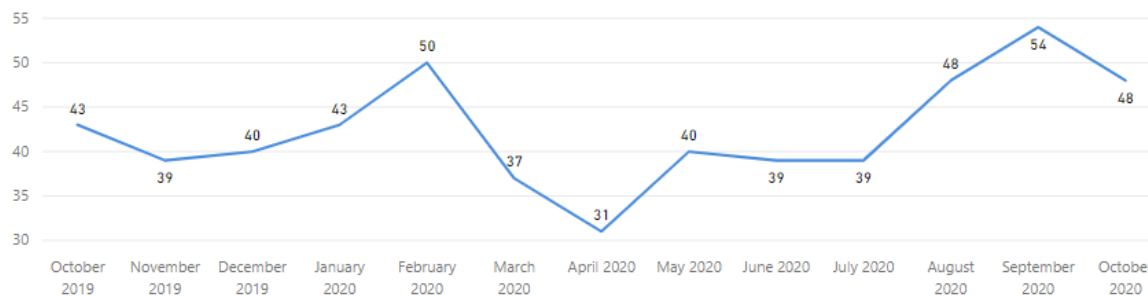
Service
Latent Processing

Priority Type
All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

551

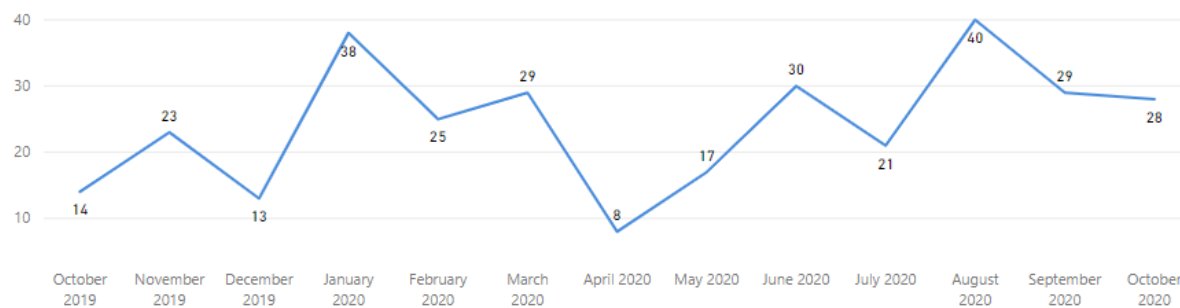
Received per Month (Avg)*

42

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

315

Completed per Month (Avg)*

24

* months with zero activity are not calculated into the average

Digital Multi-Media

Service

AV Call Out

▼

Priority Type

All

▼

of Unassigned

0✓

Goal: 15 (+100%)

Pending Draft

1✓

Goal: 5 (+80%)

Pending Tech

1✓

Goal: 5 (+80%)

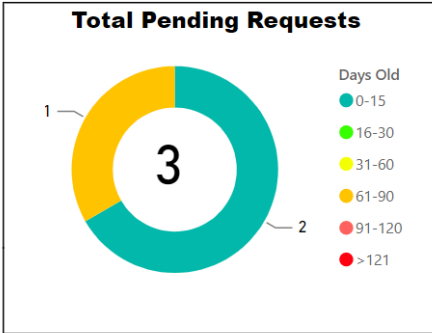
Pending Admin

1✓

Goal: 5 (+80%)

Goal= Threshold for the max # of requests in each bucket

- 1
- Justice Trax Past Critical Age
- 75
- Avg Age of Requests >30 D..
- 0
- Age-Oldest Unassigned
- 2
- Age-Oldest Pending Draft
- 3
- Age-Oldest Pending Tech
- 75
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

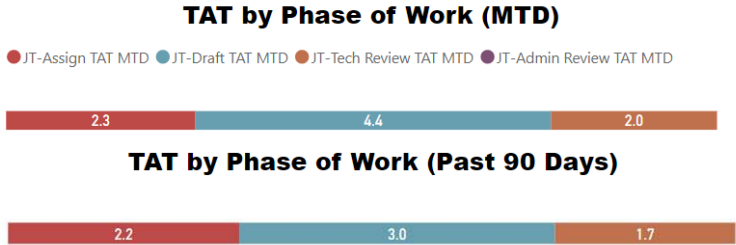
8.8!

Goal: 5, 6

Overall TAT (Past 90 Days)

7.0!

Goal: 5, 6



Open Quality Reports

Qualtrax ID

Workflow #

Age

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

(Blank)✓

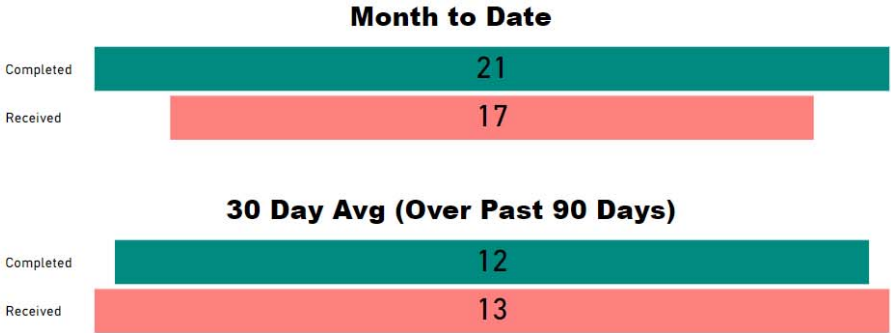
Goal: 30, 31

Avg Age of Open Reports*

NaN

Quality Filter

Audio/Video



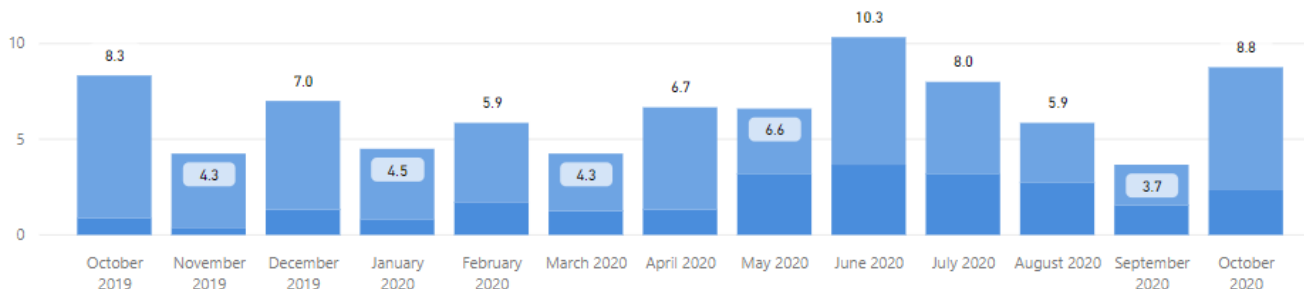
Date Range

10/1/2019

10/31/2020

Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



Request Type

AV Call Out

Priority Type

All

Selected Time Frame Averages

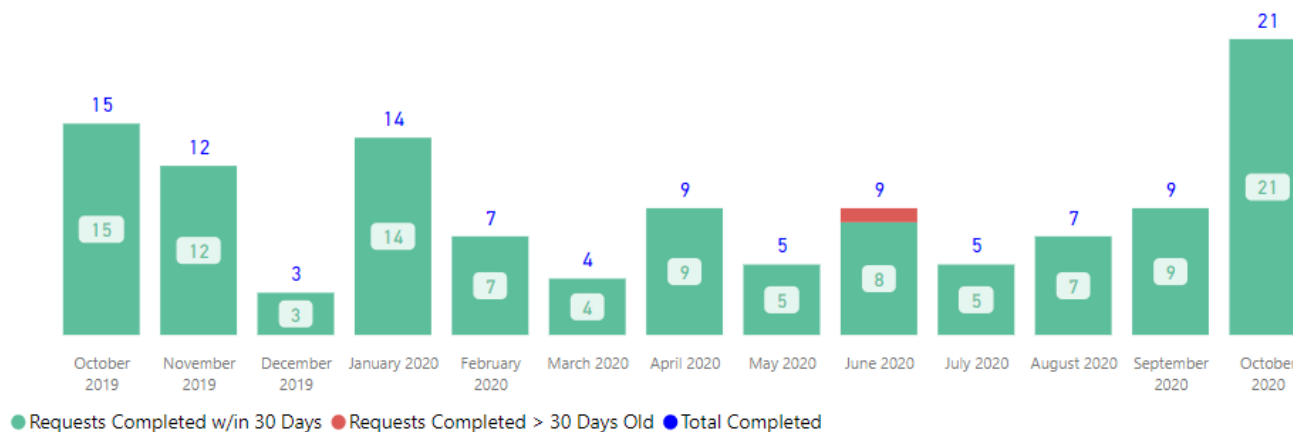
6.68

Total TAT (Rec'd-Compl.) Avg

4.95

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

120

Requests Completed

1

Requests Completed > 30 Days Old

0.83 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

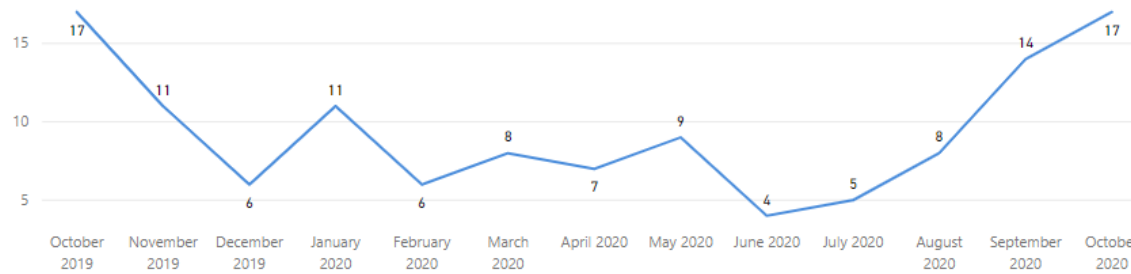
Service
AV Call Out

Priority Type
All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

123

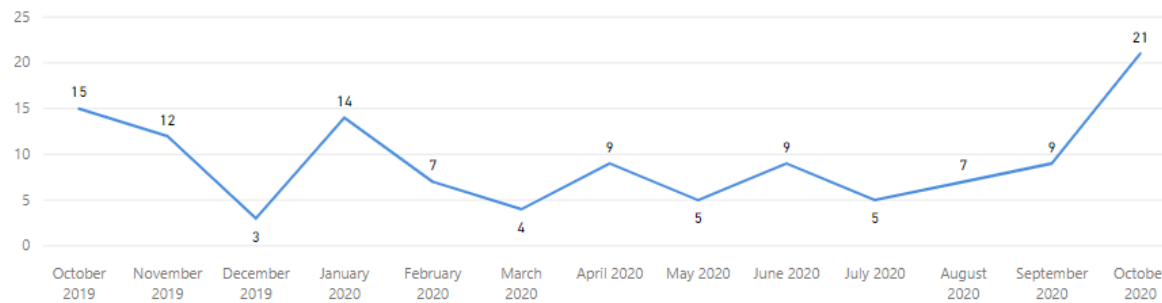
Received per Month (Avg)*

9

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

120

Completed per Month (Avg)*

9

* months with zero activity are not calculated into the average

Service

Priority Type

AV Examination

All

of Unassigned

5✓

Goal: 15 (+66.67%)

Pending Draft

3✓

Goal: 5 (+40%)

Pending Tech

1✓

Goal: 5 (+80%)

Pending Admin

6!

Goal: 5 (-20%)

Goal= Threshold for the max # of requests in each bucket

5

Justice Trax Past Critical Age

44

Avg Age of Requests >30 D..

31

Age-Oldest Unassigned

88

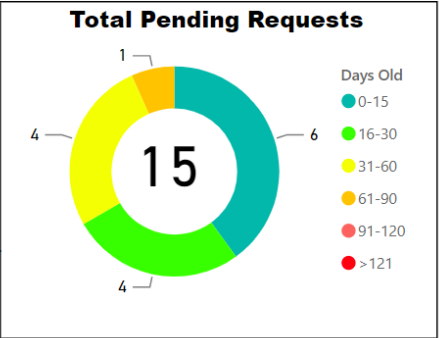
Age-Oldest Pending Draft

33

Age-Oldest Pending Tech

36

Age-Oldest Pending Admin



Overall TAT (Month to Date)

21.5✓

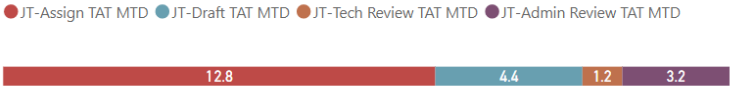
Goal: 45, 46

Overall TAT (Past 90 Days)

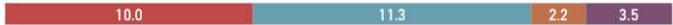
27.0✓

Goal: 45, 46

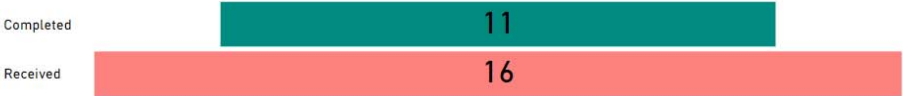
TAT by Phase of Work (MTD)



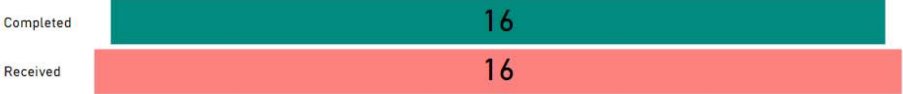
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID

Workflow #

Age

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

(Blank)✓

Goal: 30, 31

Avg Age of Open Reports*

NaN

Quality Filter

Audio/Video

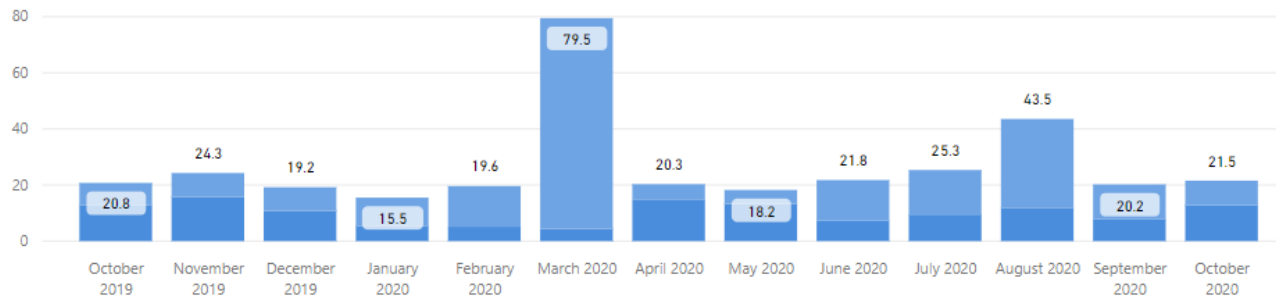
Date Range

10/1/2019

10/31/2020

Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



Request Type

AV Examination

Priority Type

All

Selected Time Frame Averages

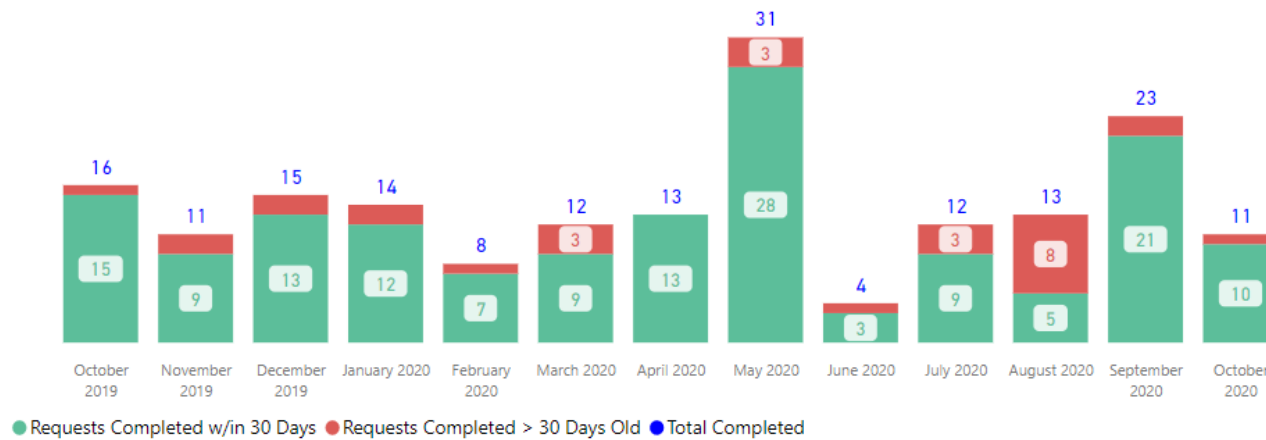
25.70

Total TAT (Rec'd-Compl.) Avg

15.19

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

183

Requests Completed

29

Requests Completed > 30 Days Old

15.85 %

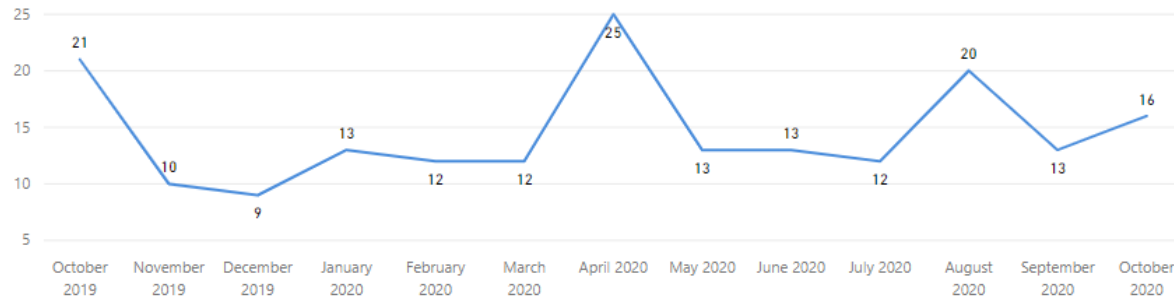
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service Priority Type

Received Filter

Received by Month



Total Received

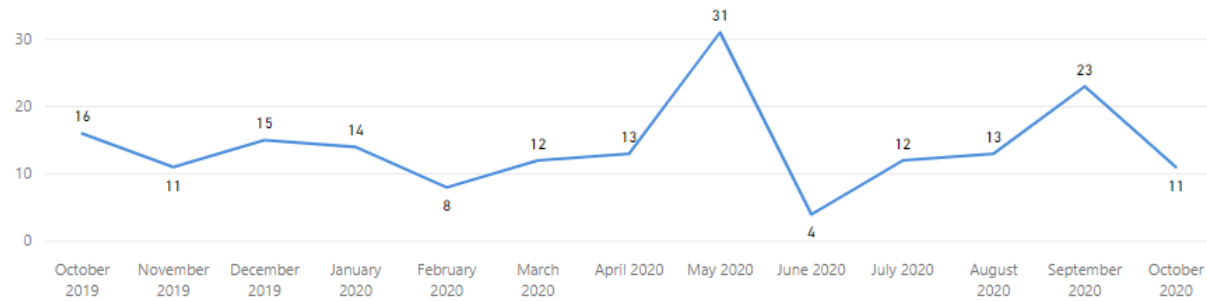
189

Received per Month (Avg)*

15

Completed Filter

Completed by Month



Total Completed

183

Completed per Month (Avg)*

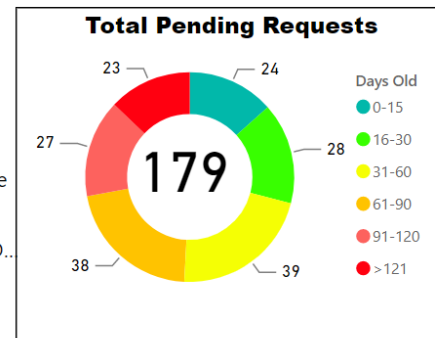
14

*** months with zero activity are not calculated into the average**

<p># of Unassigned</p> <p>169!</p> <p>Goal: 50 (-238%)</p>	<p># Pending Draft</p> <p>9!</p> <p>Goal: 5 (-80%)</p>
<p># Pending Tech</p> <p>0✓</p> <p>Goal: 5 (+100%)</p>	<p># Pending Admin</p> <p>1✓</p> <p>Goal: 5 (+80%)</p>

Goal= Threshold for the max # of requests in each bucket

127	Justice Trax Past Critical Age
88	Avg Age of Requests > 30 D..
269	Age-Oldest Unassigned
358	Age-Oldest Pending Draft
0	Age-Oldest Pending Tech
11	Age-Oldest Pending Admin



**Overall TAT
(Month to Date)**

64.9!

Goal: 45, 46

**Overall TAT
(Past 90 Days)**

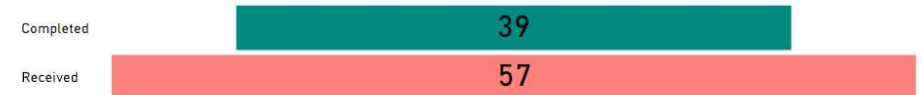
72.8!

Goal: 45, 46

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)

**Month to Date****30 Day Avg (Over Past 90 Days)**

Open Quality Reports		
Qualtrax ID	Workflow #	Age
<p>*Reports without a Workflow Id# are not included in the Avg Age</p>		

Quality TAT

18✓

Goal: 30, 31

Avg Age of Open Reports

NaN

Service

DME

Priority Type

All

of Unassigned

5!

Goal: 0

Pending Draft

0✓

Goal: 30 (+100%)

Pending Tech

0✓

Goal: 30 (+100%)

Pending Admin

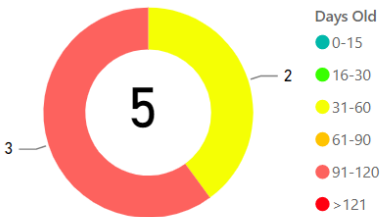
0✓

Goal: 30 (+100%)

Goal= Threshold for the max # of requests in each bucket

- 5
- Justice Trax Past Critical Age
- 71
- Avg Age of Requests >30 D..
- 94
- Age-Oldest Unassigned
- 0
- Age-Oldest Pending Draft
- 0
- Age-Oldest Pending Tech
- 0
- Age-Oldest Pending Admin

Total Pending Requests



Overall TAT (Month to Date)

232.0!

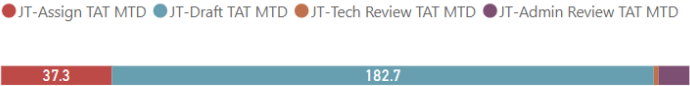
Goal: 30, 31

Overall TAT (Past 90 Days)

232.0!

Goal: 30, 31

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

18✓

Goal: 30, 31

Avg Age of Open Reports*

NaN

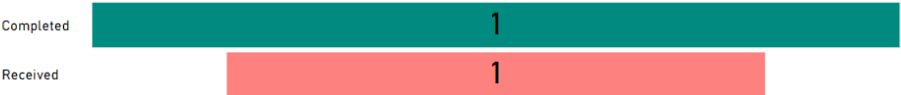
Quality Filter

Digital Forensics

Month to Date



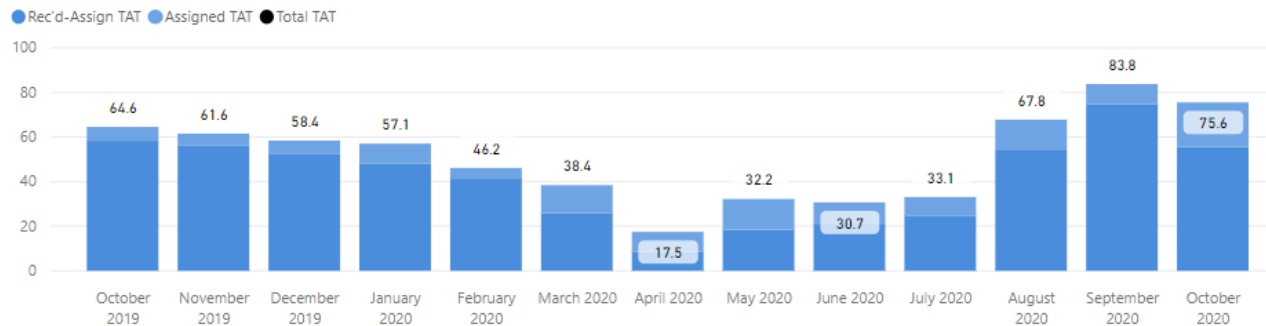
30 Day Avg (Over Past 90 Days)



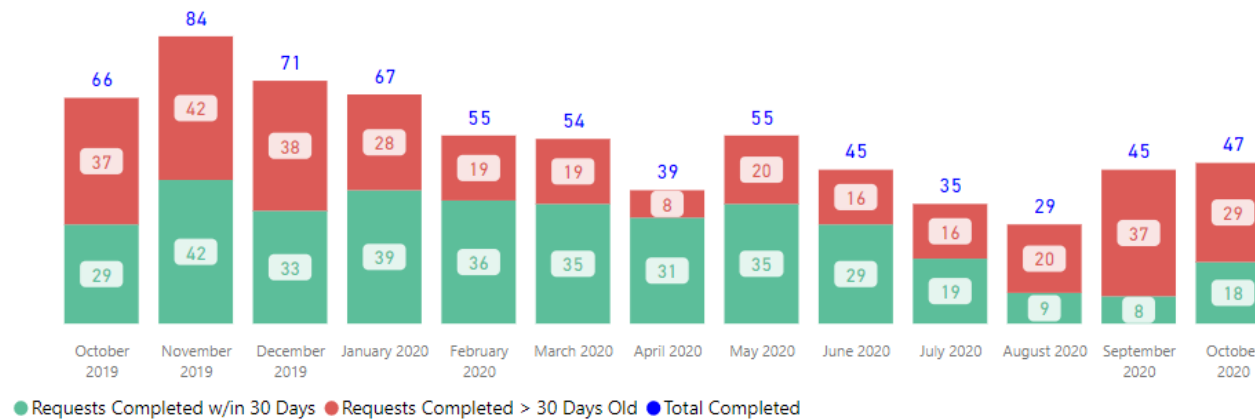
Date Range

10/1/2019 10/31/2020

Total TAT by Month



Requests Completed



DFL and DME

Request Type

Multiple selections

Priority Type

All

Selected Time Frame Averages

52.46

Total TAT (Rec'd-Compl.) Avg

9.21

Assigned TAT (Asgmt.-Compl.) Avg

Received to Complete

692

Requests Completed

329

Requests Completed > 30 Days Old

47.54 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

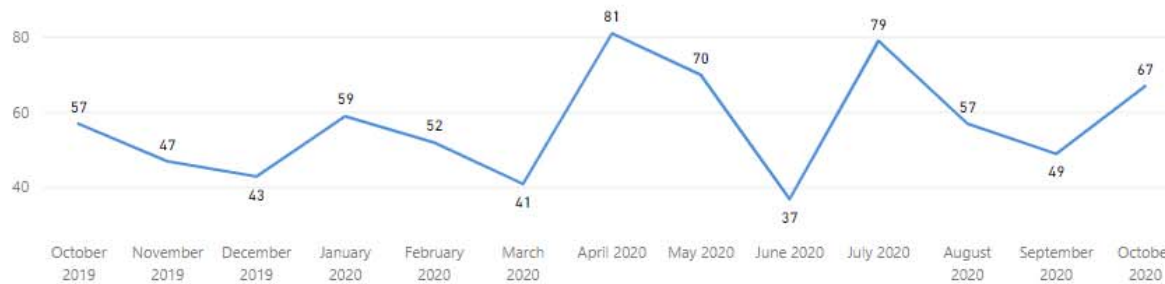
DFL and DME

Service Multiple selections ▼ Priority Type All ▼

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

739

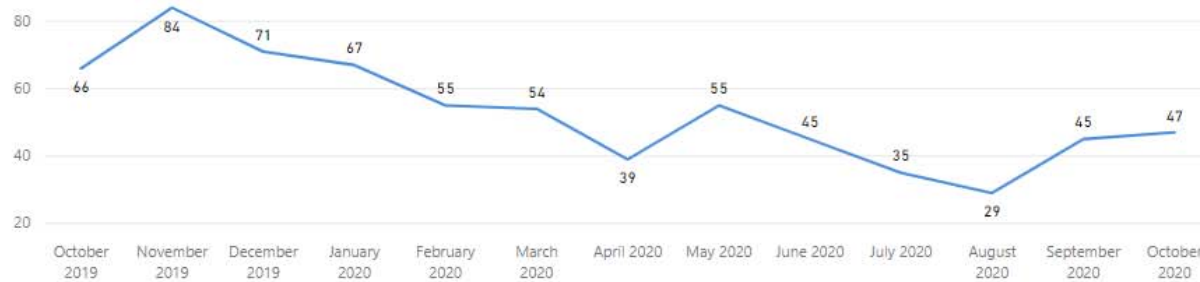
Received per Month (Avg)*

57

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

692

Completed per Month (Avg)*

53

*** months with zero activity are not calculated into the average**

Crime Scene Unit

Service

Priority Type

CSU Response

All

of Unassigned

0✓

Goal: 0

Pending Draft

195!

Goal: 30 (~550%)

Pending Tech

435!

Goal: 30 (~1350%)

Pending Admin

0✓

Goal: 0

Goal= Threshold for the max # of requests in each bucket

359

Justice Trax Past Critical Age

85

Avg Age of Requests >30 D..

0

Age-Oldest Unassigned

467

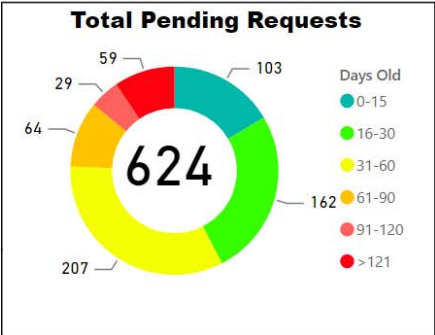
Age-Oldest Pending Draft

491

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



Overall TAT (Month to Date)

80.3!

Goal: 30, 31

Overall TAT (Past 90 Days)

70.3!

Goal: 30, 31

TAT by Phase of Work (MTD)

JT-Assign TAT MTD

JT-Draft TAT MTD

JT-Tech Review TAT MTD

JT-Admin Review TAT MTD



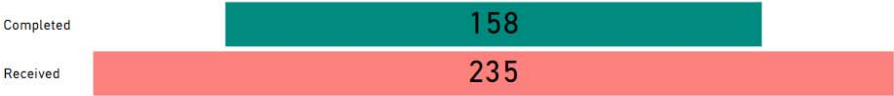
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
62939	2020-IA-02	119
62946	2020-IA-03	119
63388	2020-038	115
64616	2020-IA-09	99
67806	2020-064	60
68860	2020-069	45
70692		23

*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

41!

Goal: 30, 31

Avg Age of Open Reports*

81

Quality Filter

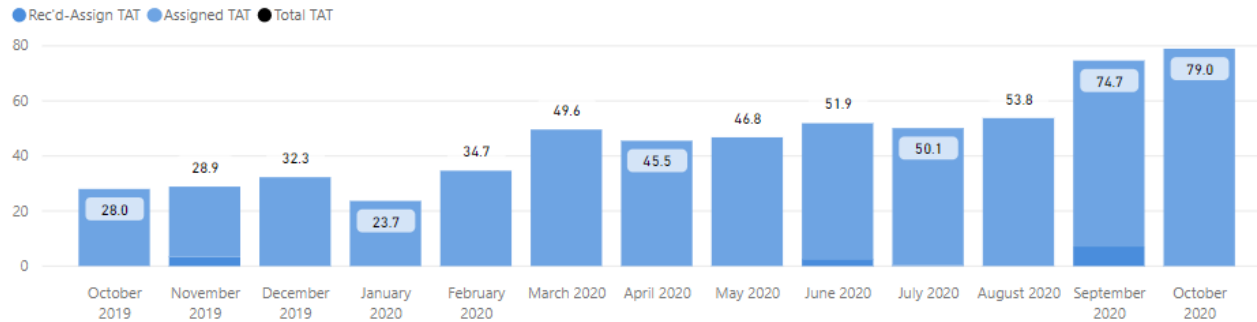
Crime Scene

Date Range

10/1/2019

10/31/2020

Total TAT by Month



Request Type

CSU Response

Priority Type

All

Selected Time Frame Averages

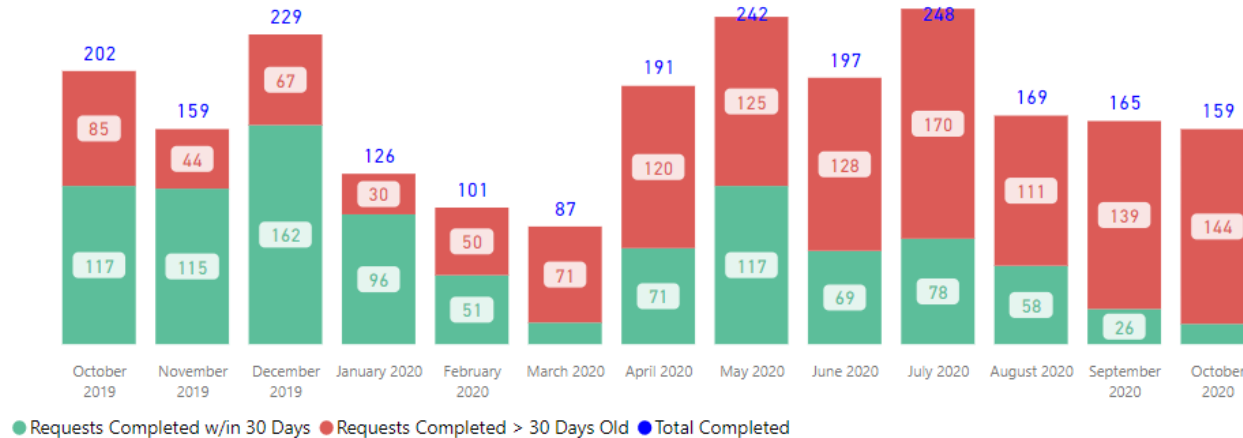
46.19

Total TAT (Rec'd-Compl.) Avg

45.14

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

2275

Requests Completed

1284

Requests Completed > 30 Days Old

56.44 %

% Completed > 30 Days Old

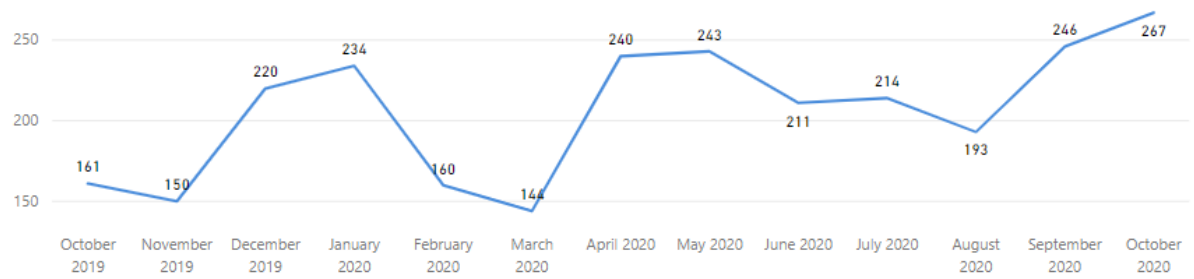
Requests more than 30 days old are considered to be backlogged requests

Service: CSU Response
 Priority Type: All

Received Filter

10/1/2019 10/31/2020

Received by Month



Total Received

2,683

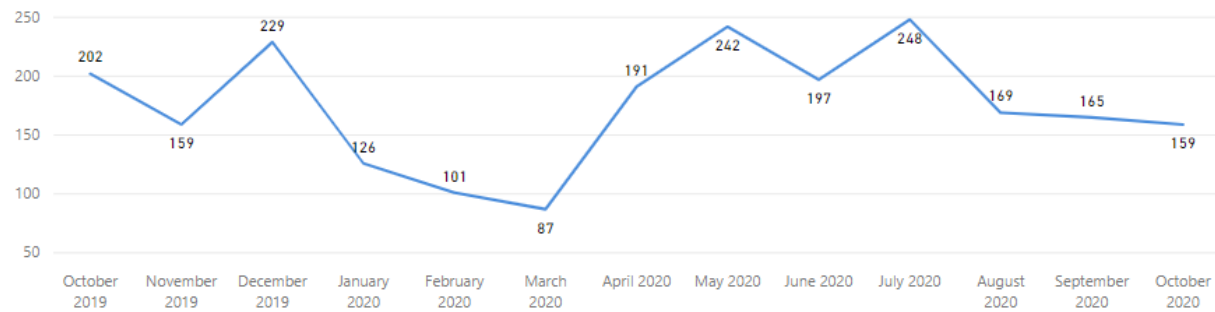
Received per Month (Avg)*

206

Completed Filter

10/1/2019 10/31/2020

Completed by Month



Total Completed

2,275

Completed per Month (Avg)*

175

* months with zero activity are not calculated into the average