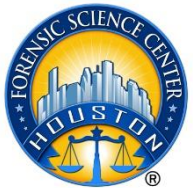


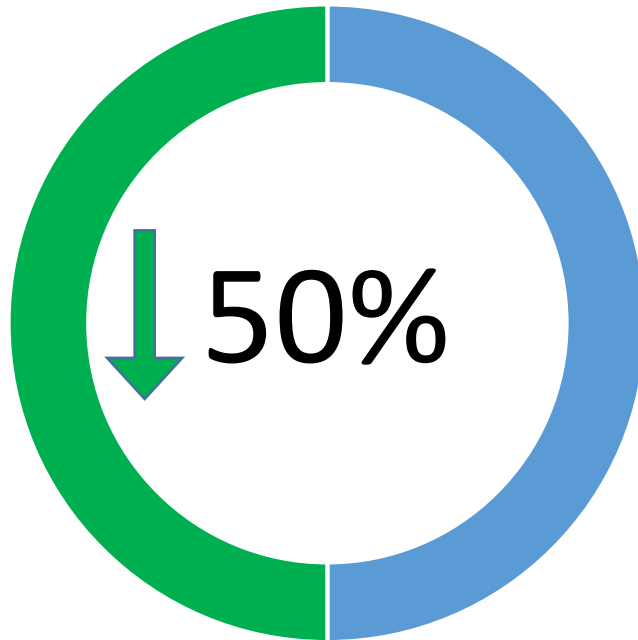
Operations report

September 9, 2016

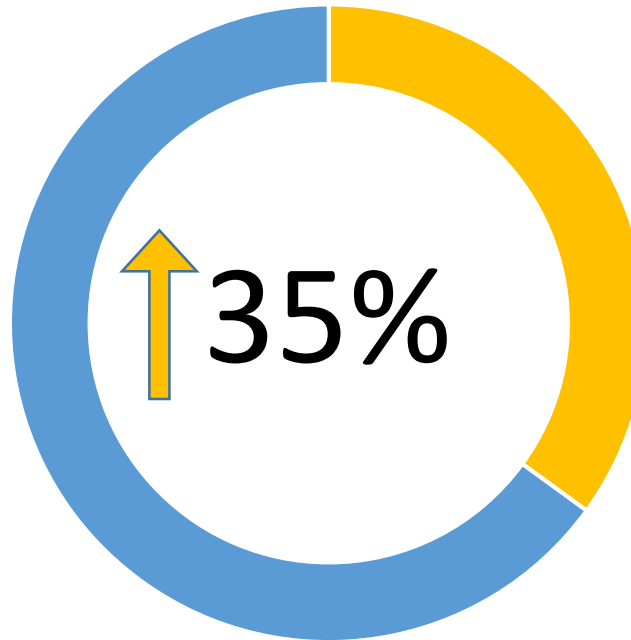


HFSC at a glance: 2016 compared to 2015

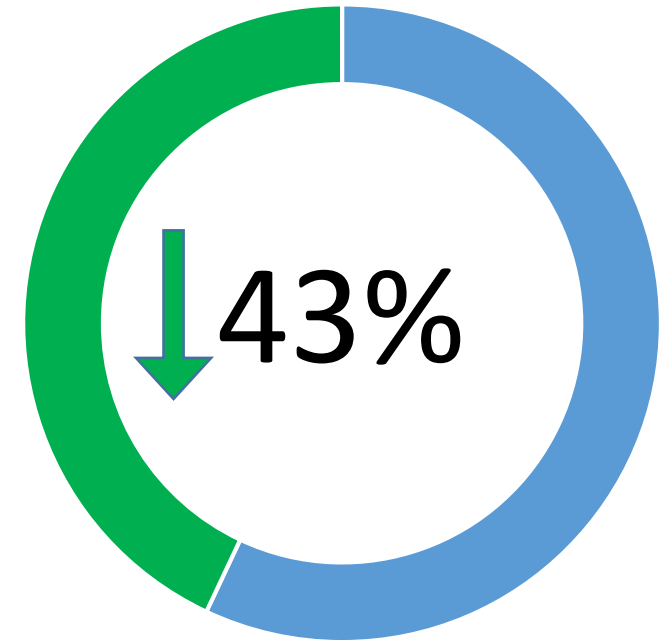
Total Average TAT



Requests Received



Total Average Process Time



Total average TAT include all sections averaged from the start of the calendar year to present measuring the turn around time from the request by the agency to report. In CY 15 the TAT was 109 days on average and 54 days in CY16.

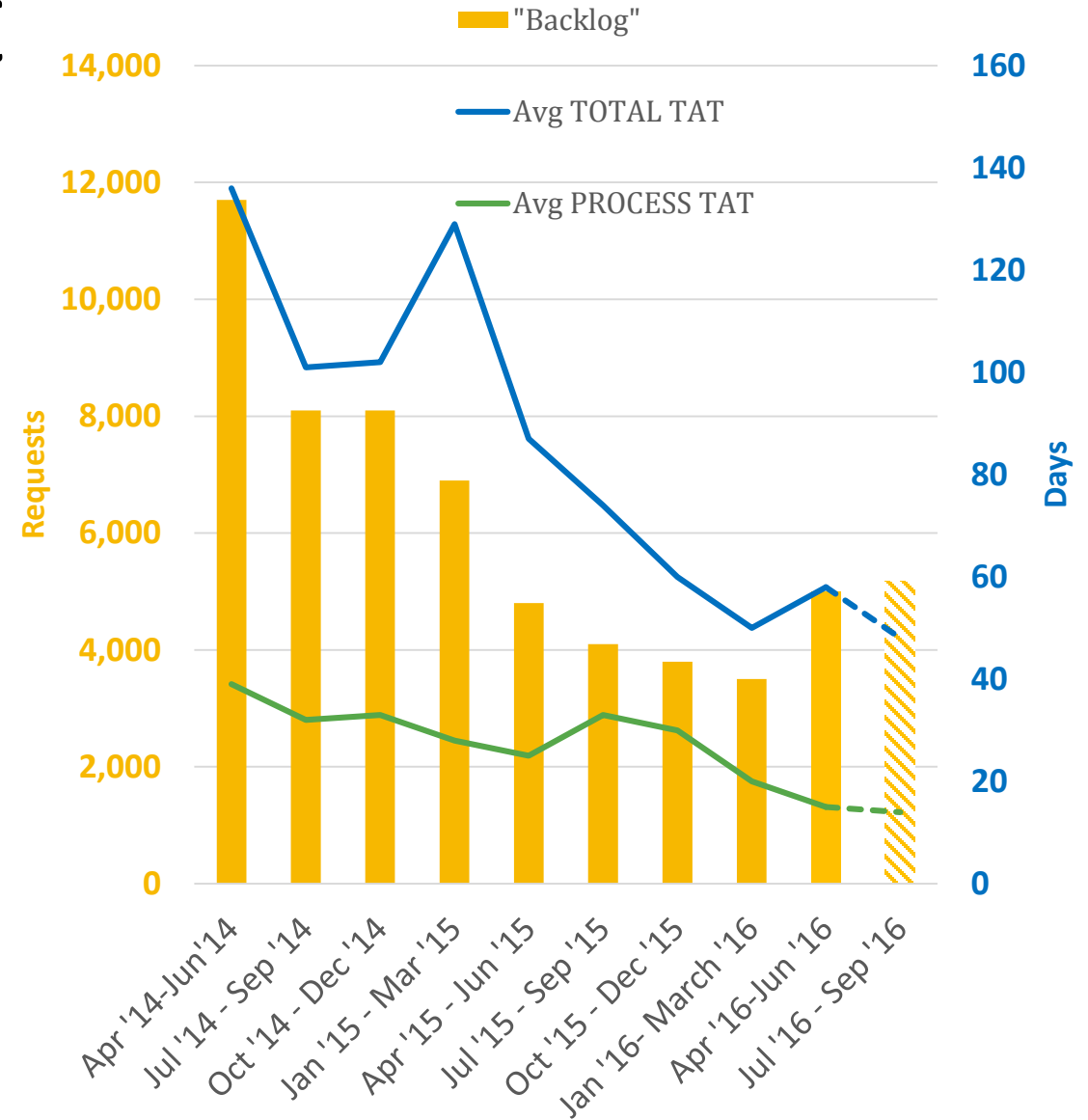
Requests received is the total of all requests received in the Calendar year. In CY15 this was 17,600 in CY 16, 24,000.

Total average process time approximates the time from when the laboratory starts processing to reporting. In CY 15 the average process time was 28 days, CY 16 was 16 days

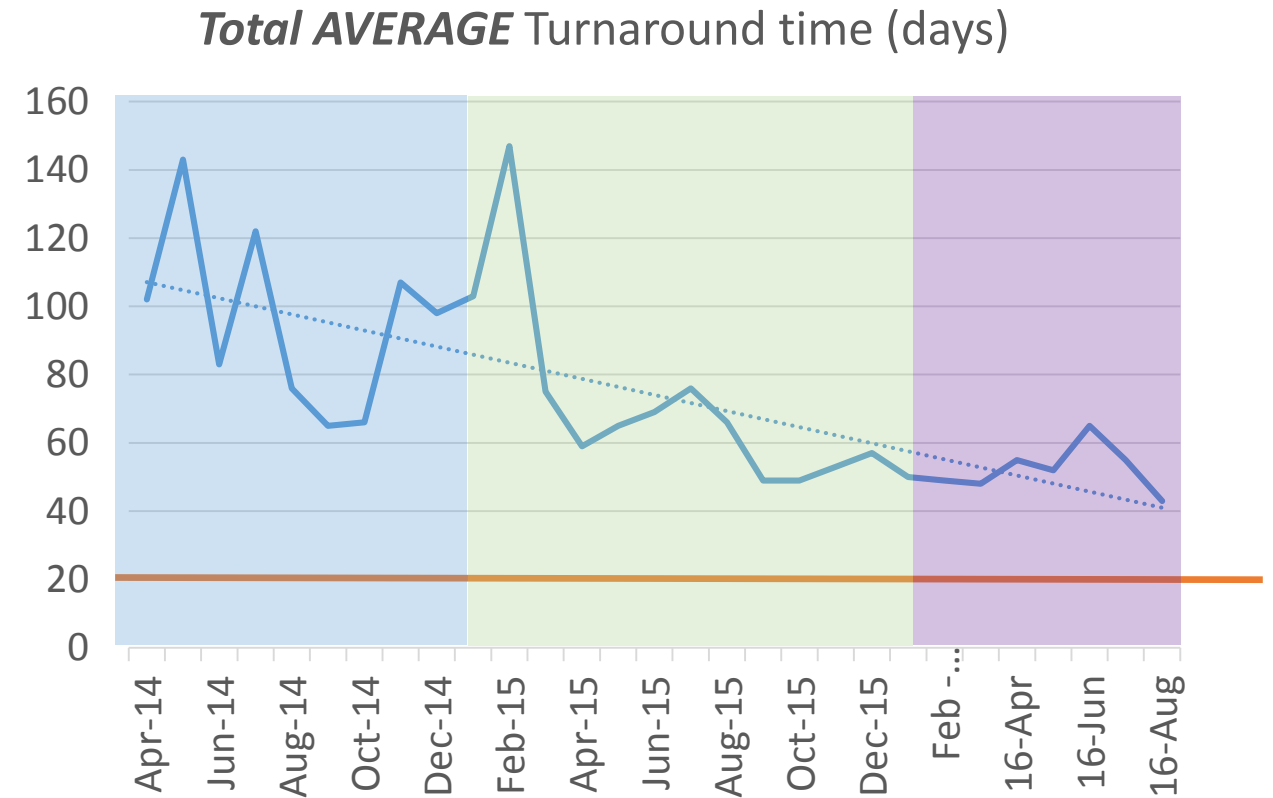
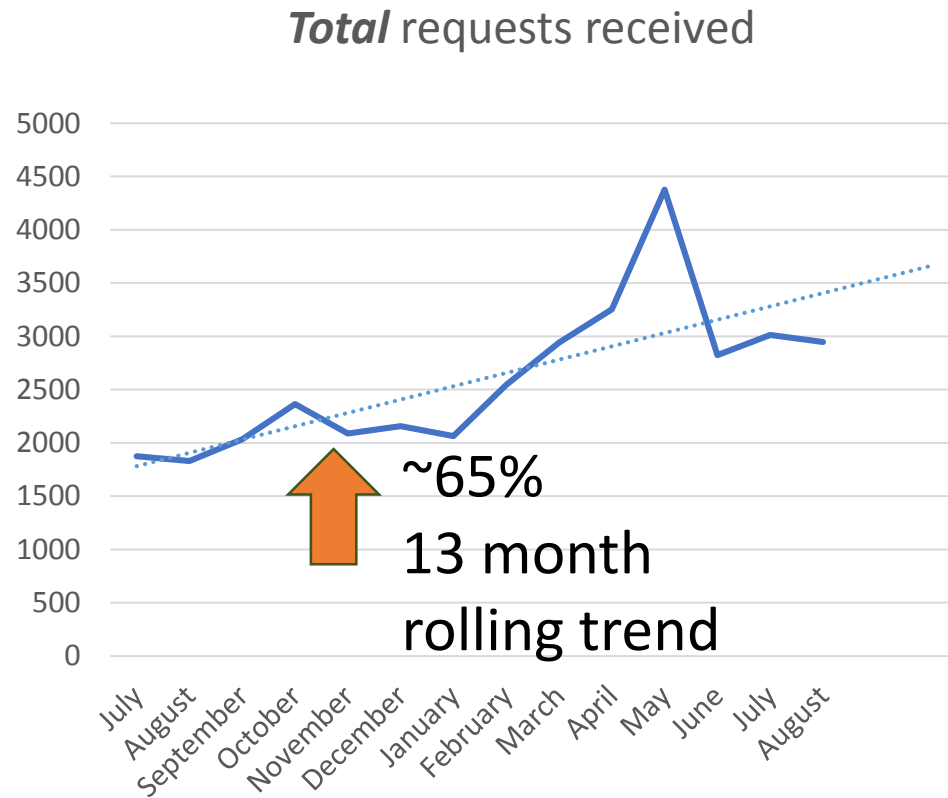


From the start of HFSC

- ↓ 64% in Avg TOTAL Turnaround time
- ↓ 55% in backlogged requests
- ↓ 64% in Avg PROCESS Turnaround time
- ↓ 64% in WAIT gap



Requests received



August 2016– 43 days, lowest monthly average all-in TAT on record.



New LIMS coming

- Qualtrax installed, onsite training for end users is underway
- Selected JusticeTrax as the LIMS provider
- Contract negotiations are proceeding
- Gathering end user requirements and workflow data



Work Ready to Work

- Increase visibility of remediation of incoming work
- Rejection rates
 - Requests that are fundamentally flawed and regardless the quality of lab work would still be flawed
 - Question of identity
 - Inappropriate sample
- Remediation rates
 - Requests that need something additional to be ready to work or need some additional input for us to be able to complete



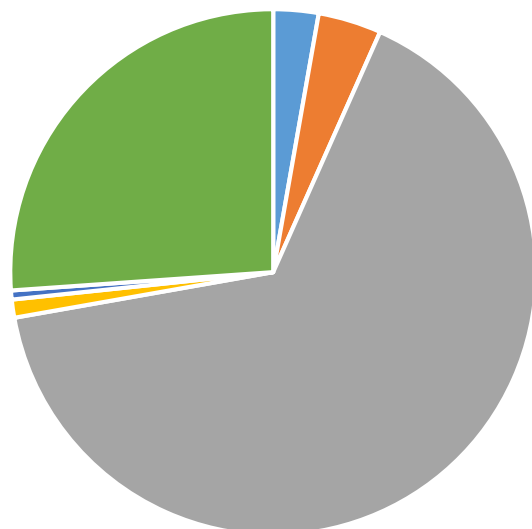
Work ready to Work

- Using “Administrative Close” numbers as a surrogate for remediation.
 - PROBABLY underestimates and is not perfect.
 - At least gives some indication of trend and relative scale
- 2016 CY to date: 1,794 admin closed requests
- Since July 2015: 715 rejected specimens from toxicology (246 CY 16)
- Easily could equate to 2-3 FTE’s handling remediation



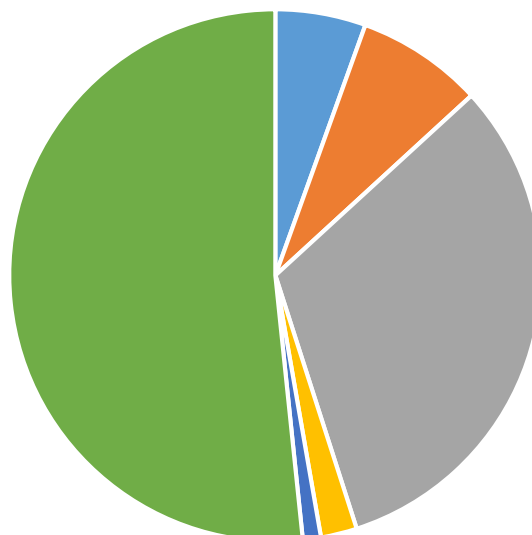
Client Services/Case Management (August)

Requests for Records (by section)



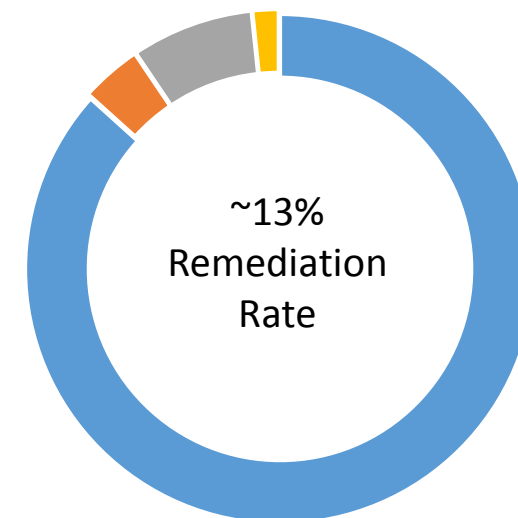
■ Biology
■ CS/CM
■ Latent Prints

CS/CM Labor Hours



■ Controlled Substances
■ Firearms
■ Toxicology

Correct & Rejected Requests

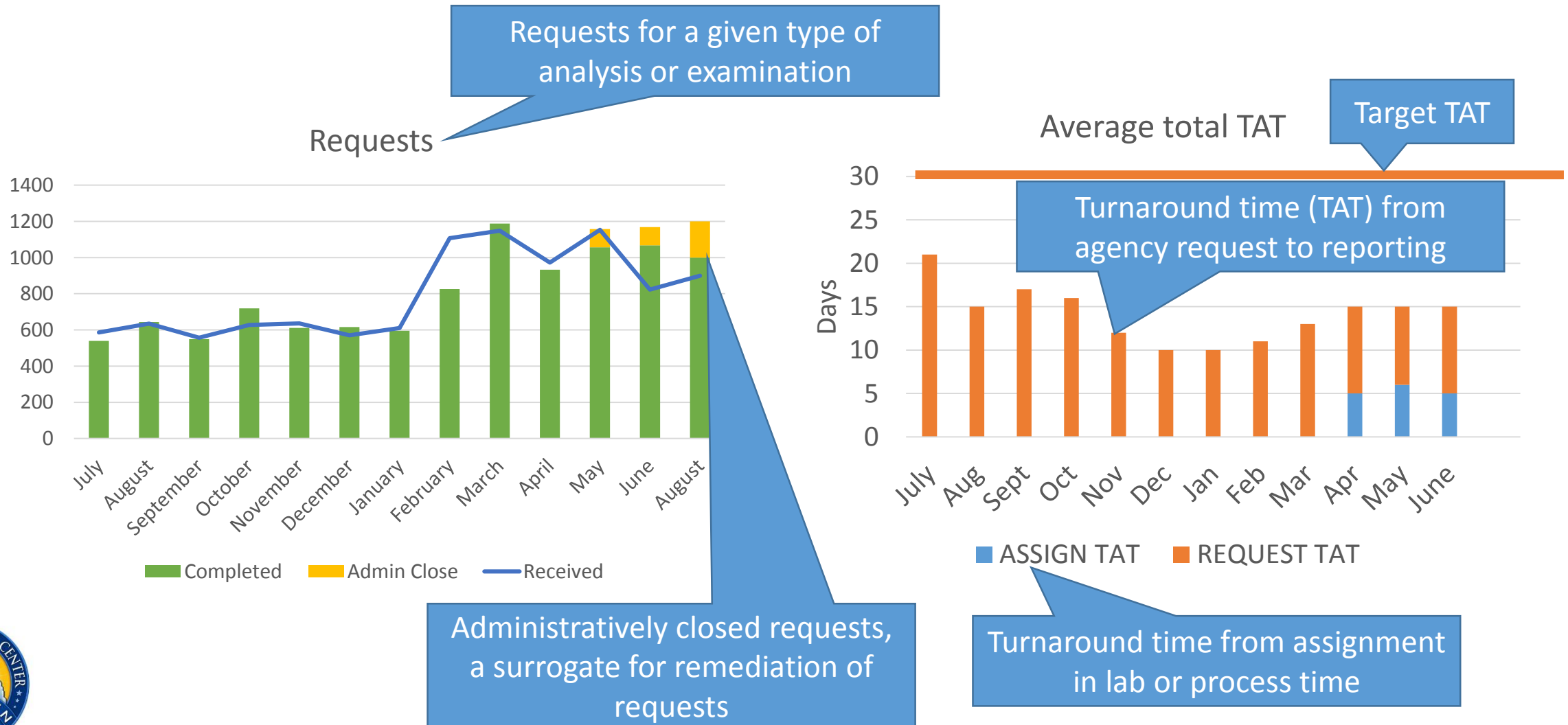


■ Total Correct Requests
■ Duplicate Request
■ Other error
■ Wrong addressee
■ Does not pertain

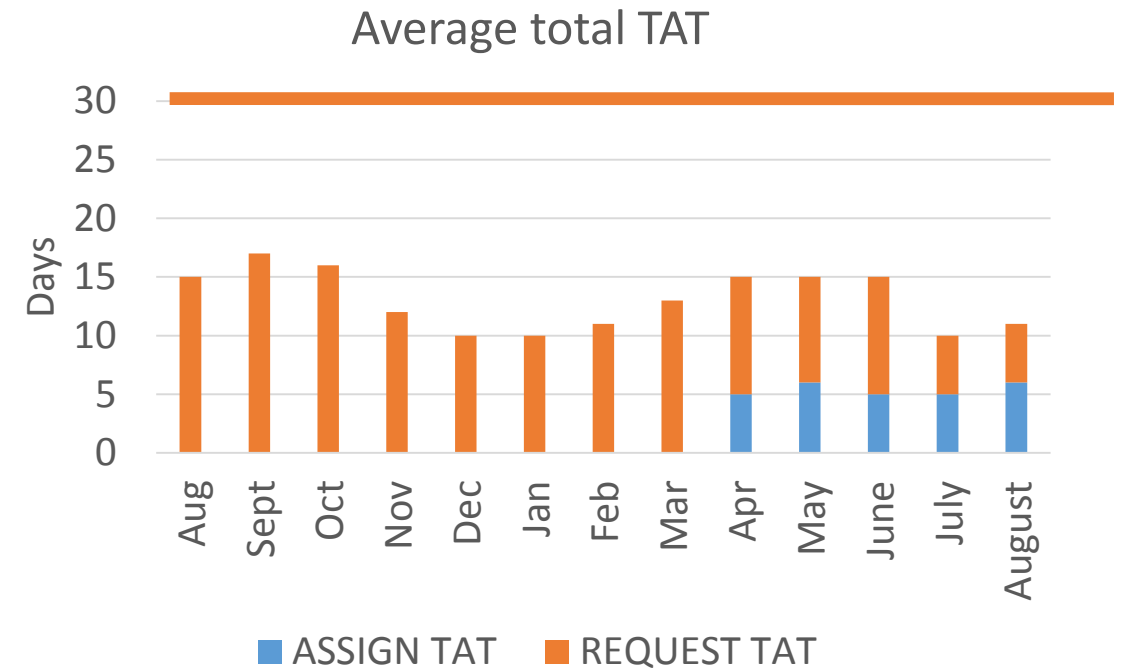
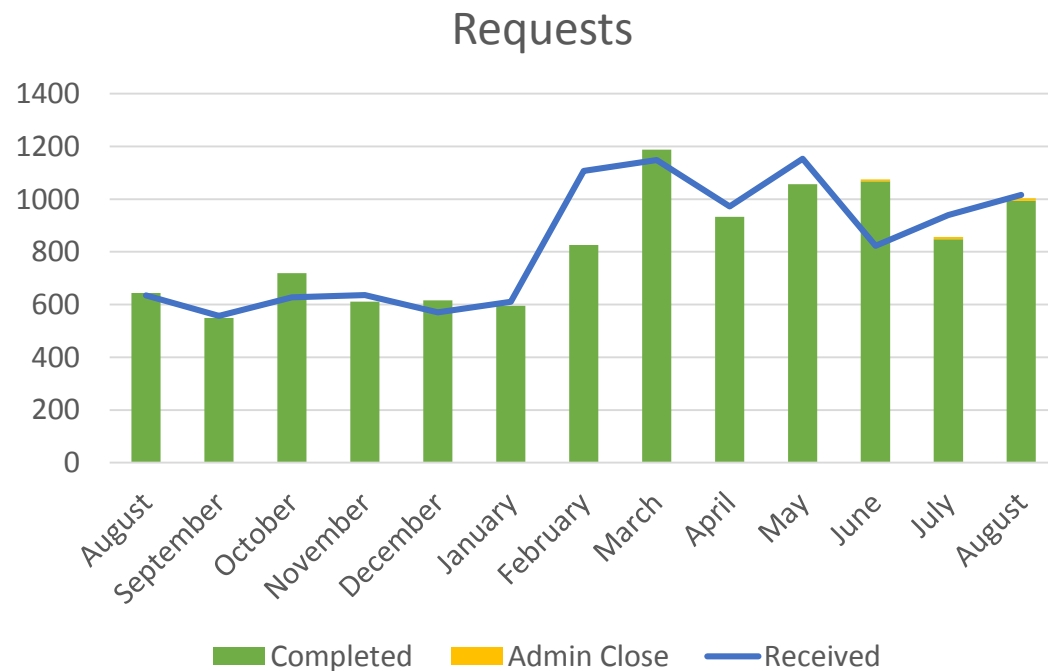


CS/CM requests include- ALR's, Chapter 64 requests and Discovery Orders where the cases have been rejected and never analyzed- those wouldn't go to the analyst/section since they were never involved

Explanation of graphs



Controlled substances

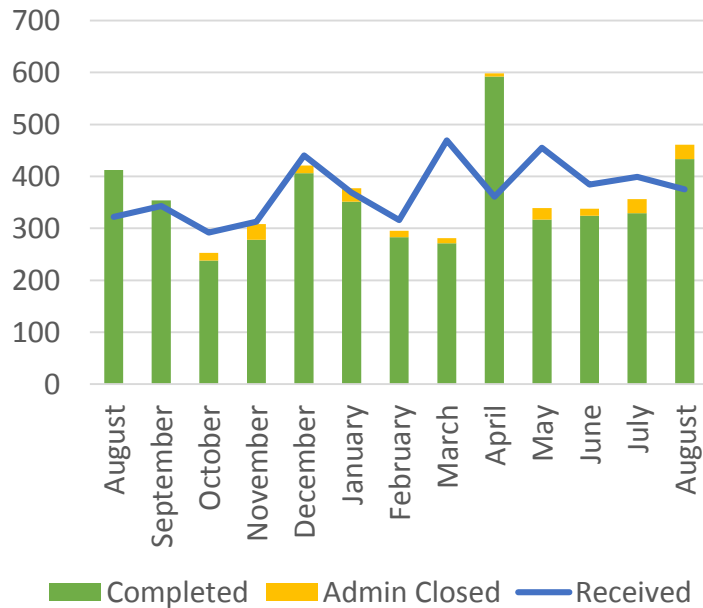


❑ 0.5% of requests require commenting about issues in the submitted evidence. Very rare to reject.

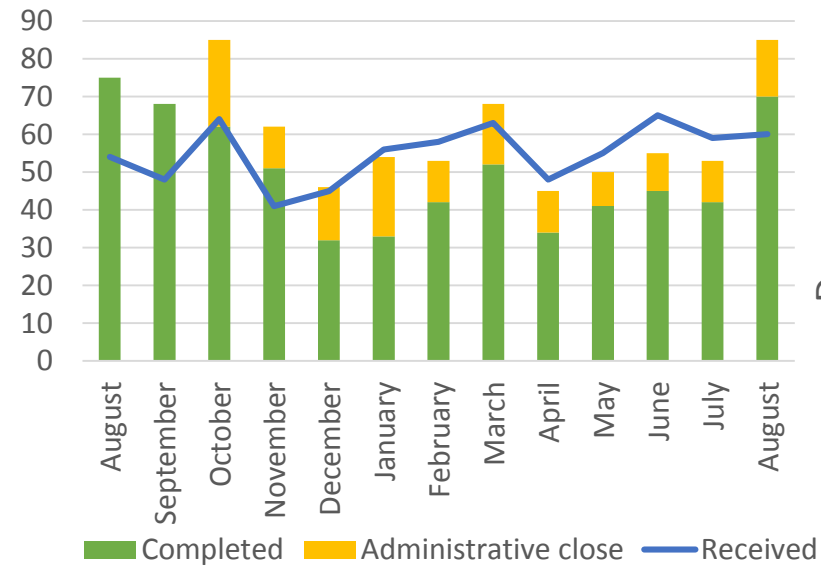


Firearms

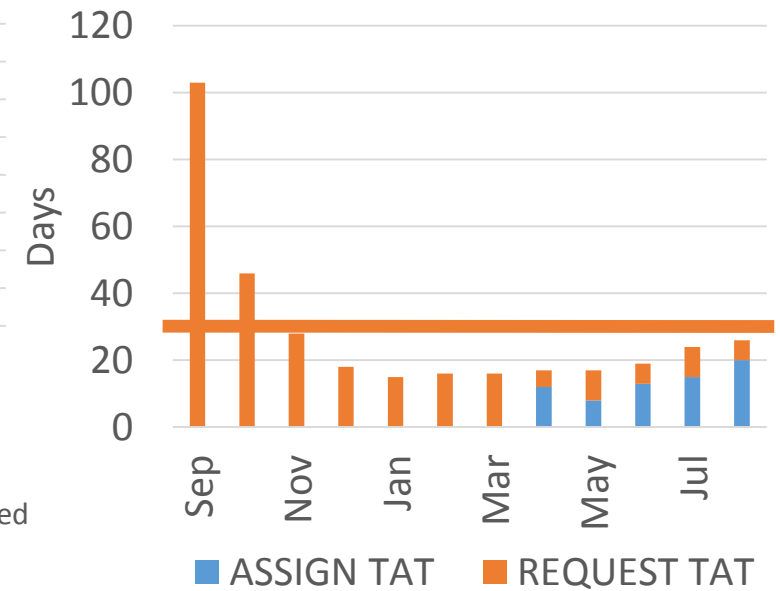
IBIS requests



Firearms examination requests



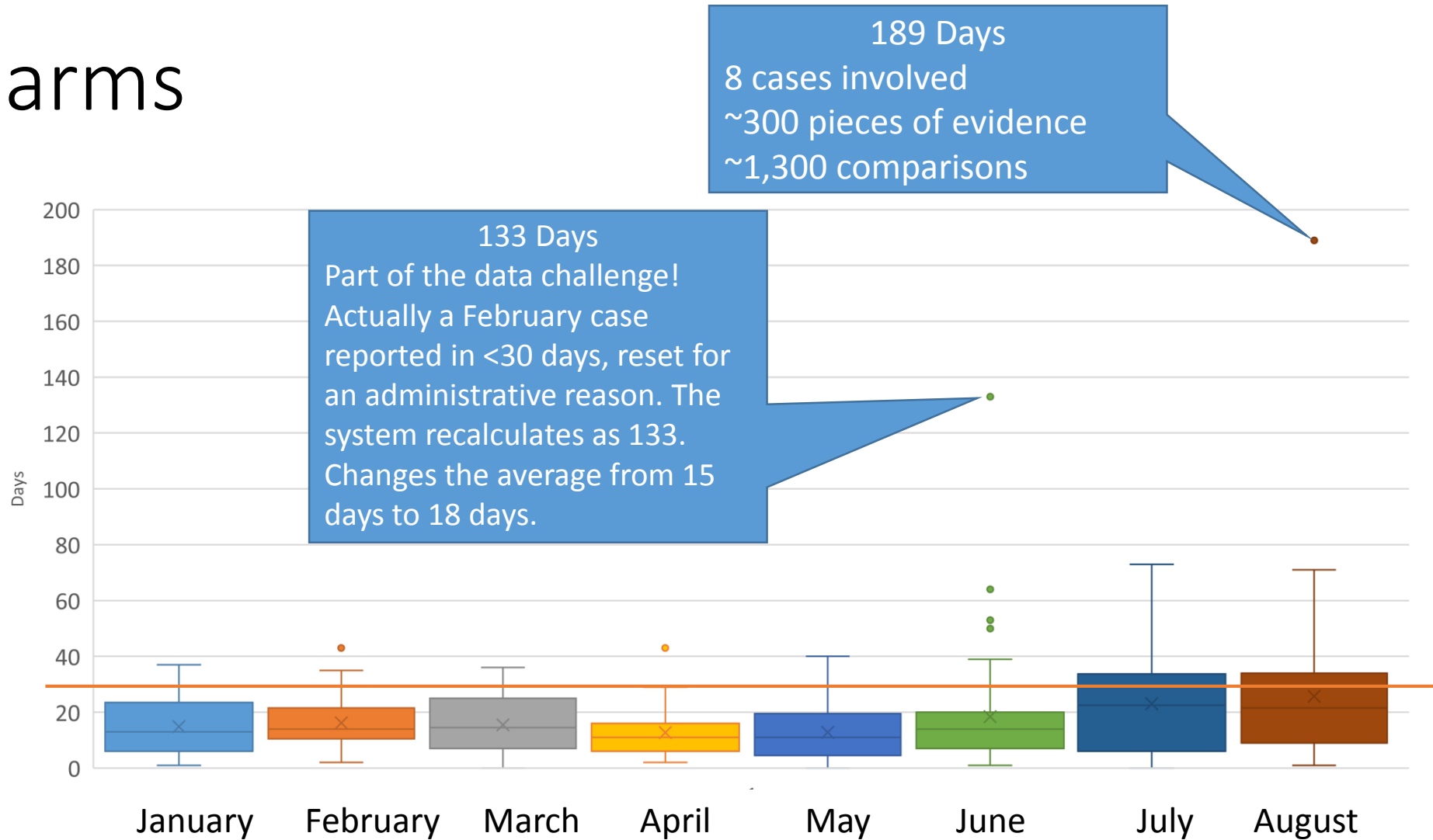
Average FA exam TAT



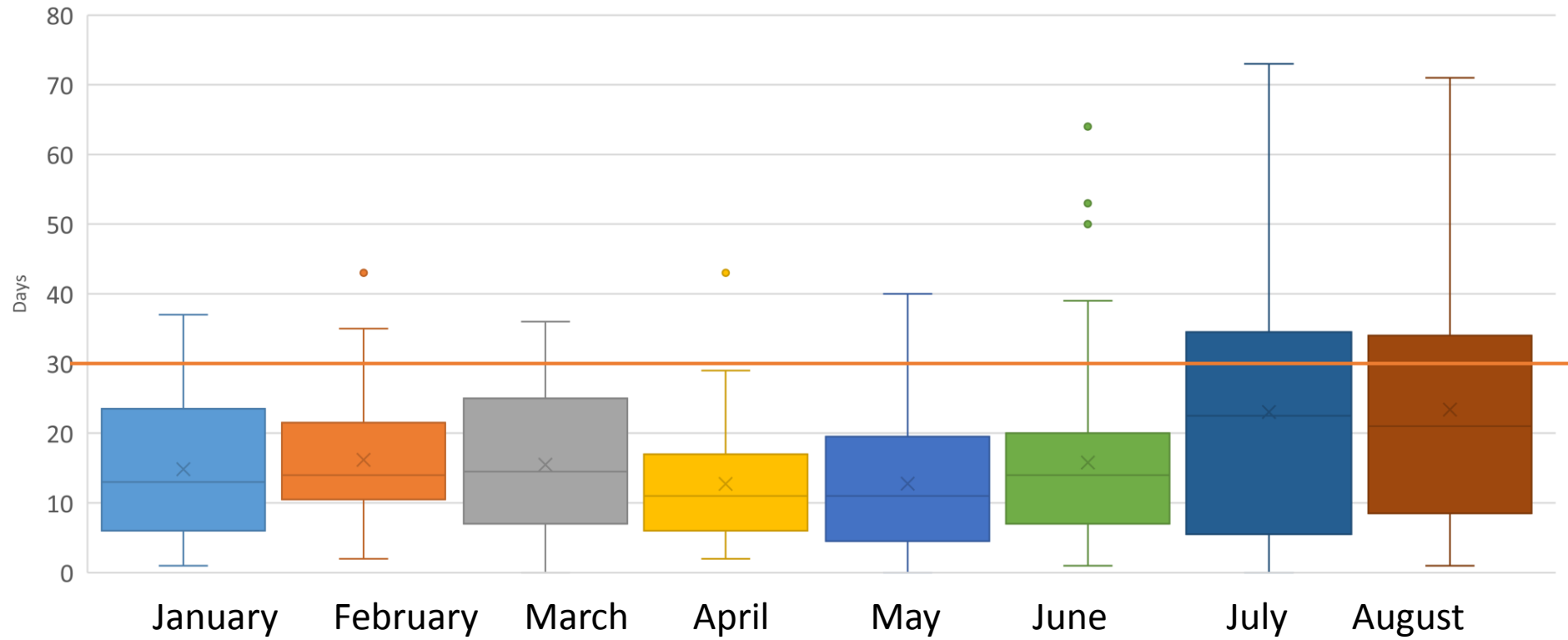
❑ 43 of 447 requests administratively closed. ~10% remediation rate.



Firearms

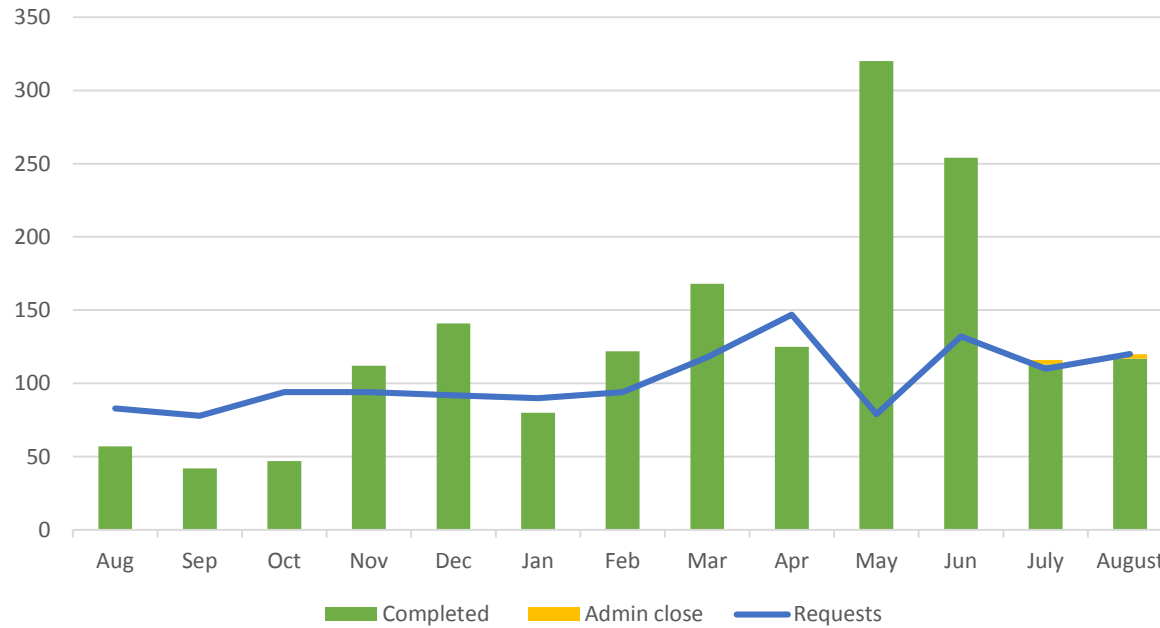


Firearms

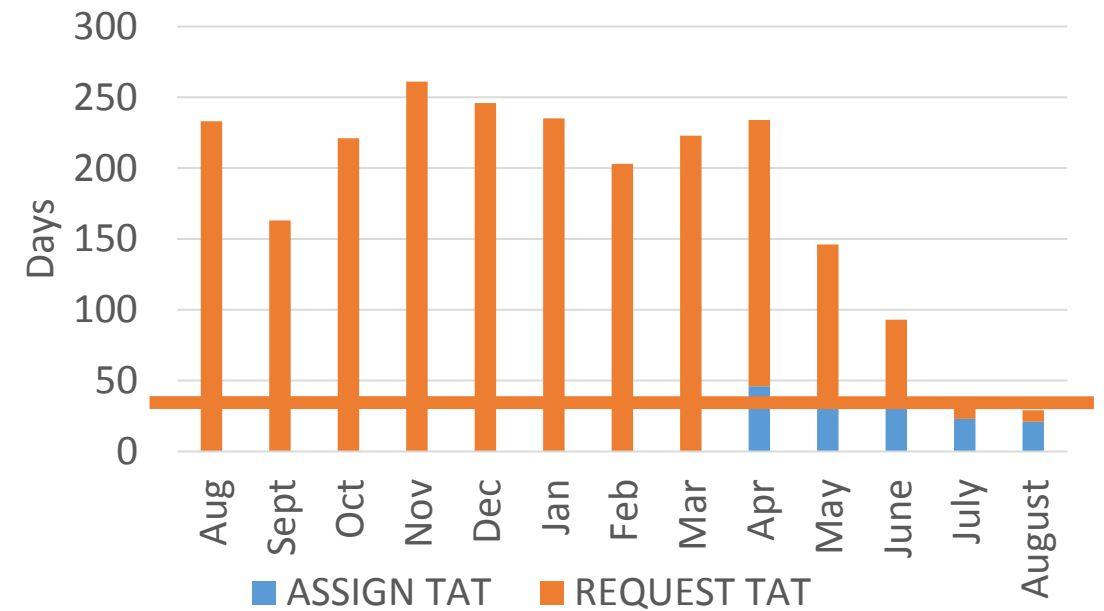


Biology

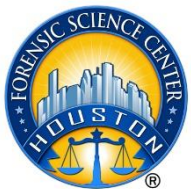
SAK Requests



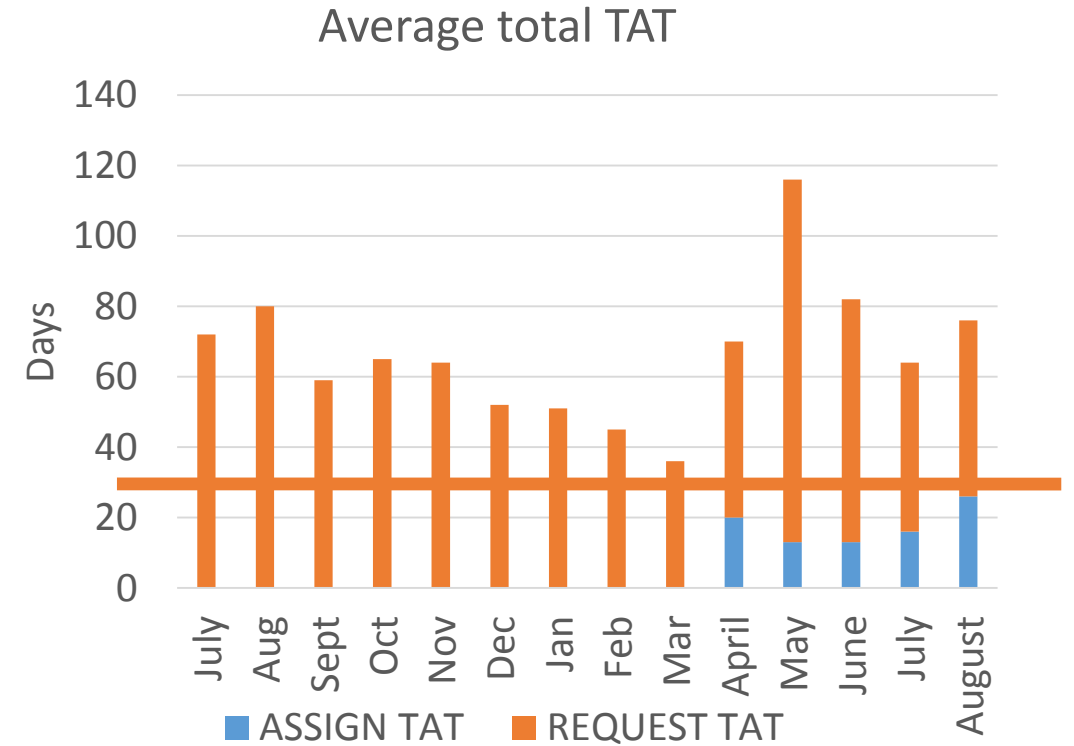
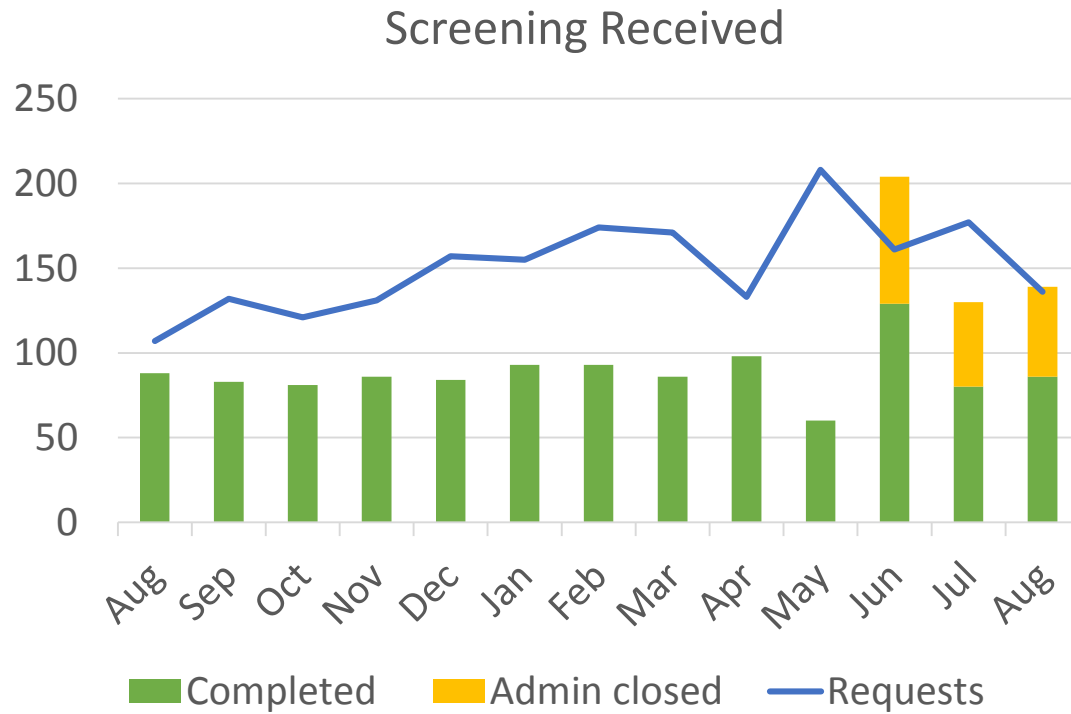
Average total TAT



☐ ~2% of requests require some remediation (3 admin closed). Very rare to reject.



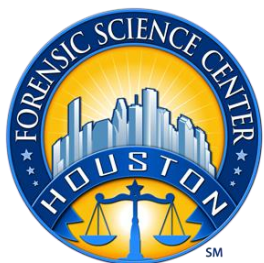
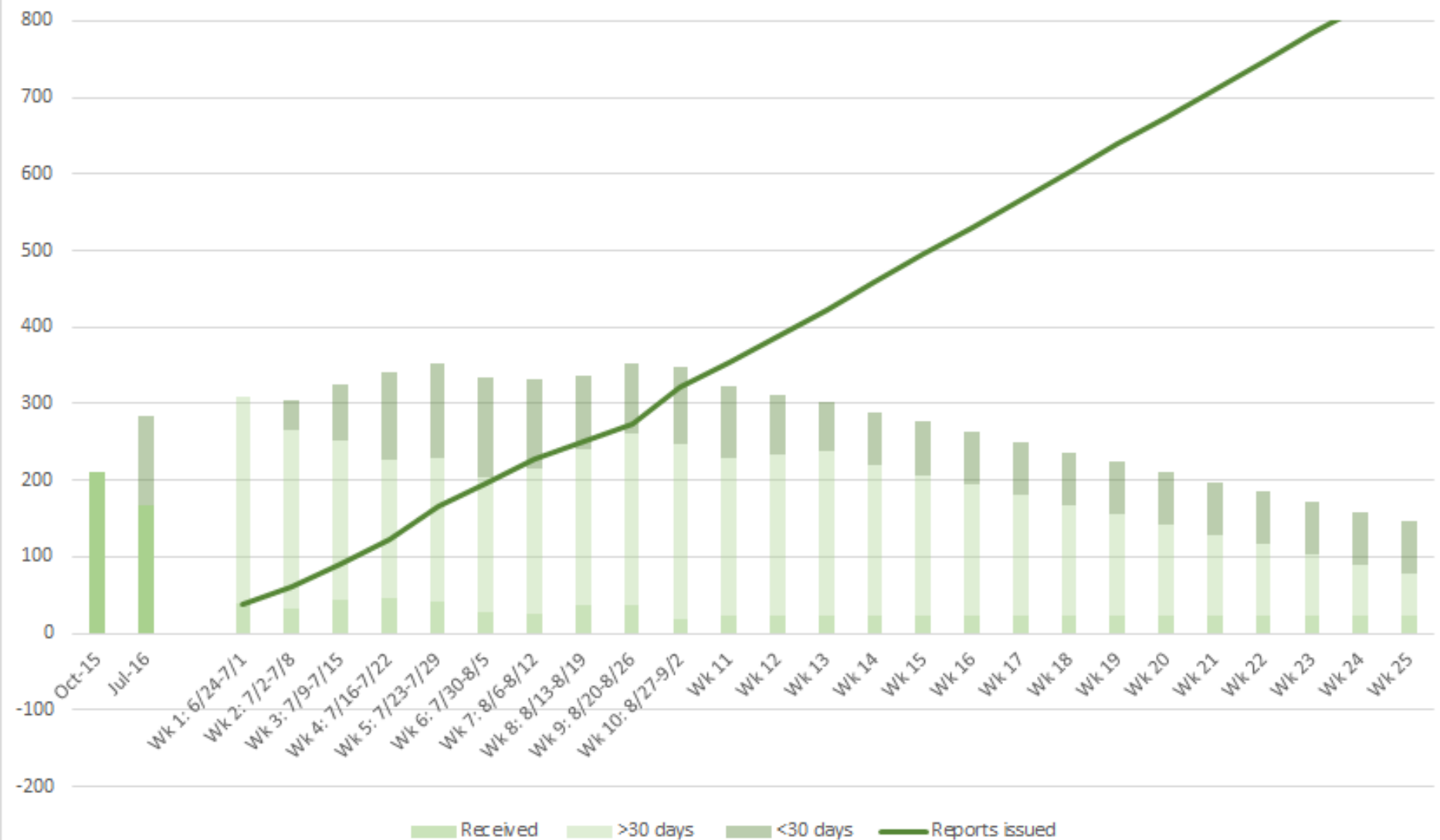
Biology



❑ Almost all (~99%) of screening requests require remediation.

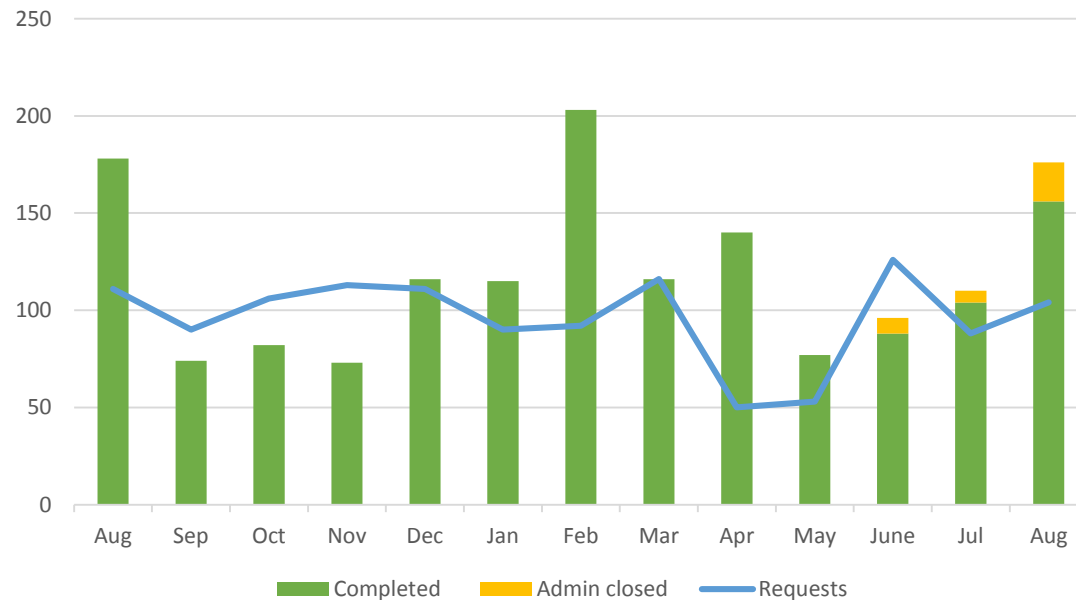


Non SAK Screening requests

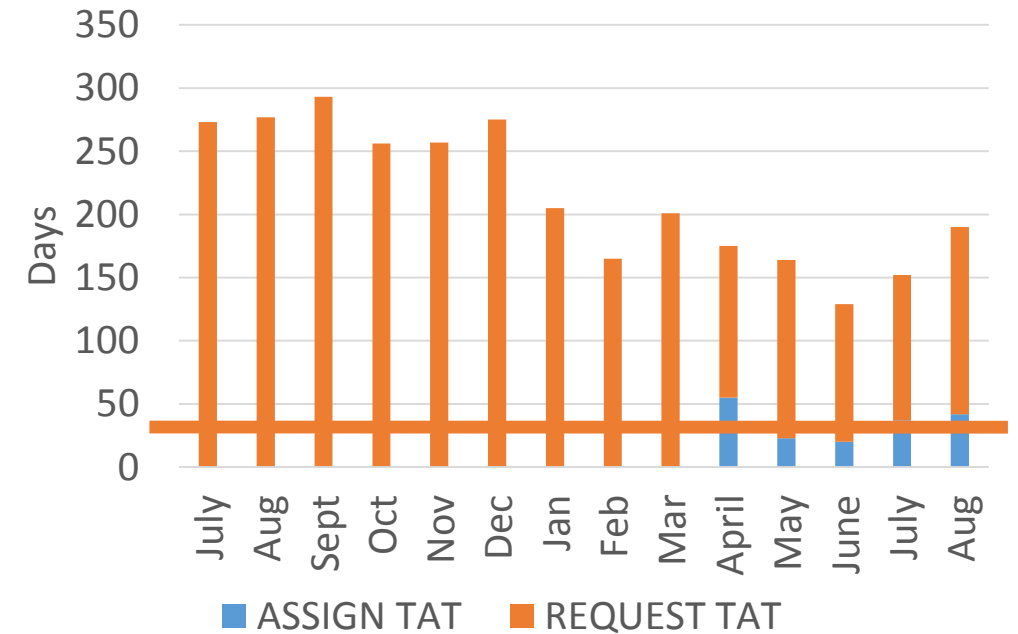


Biology

DNA Requests



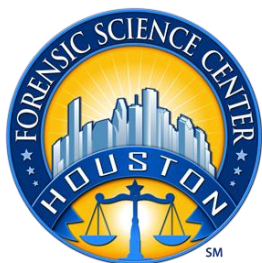
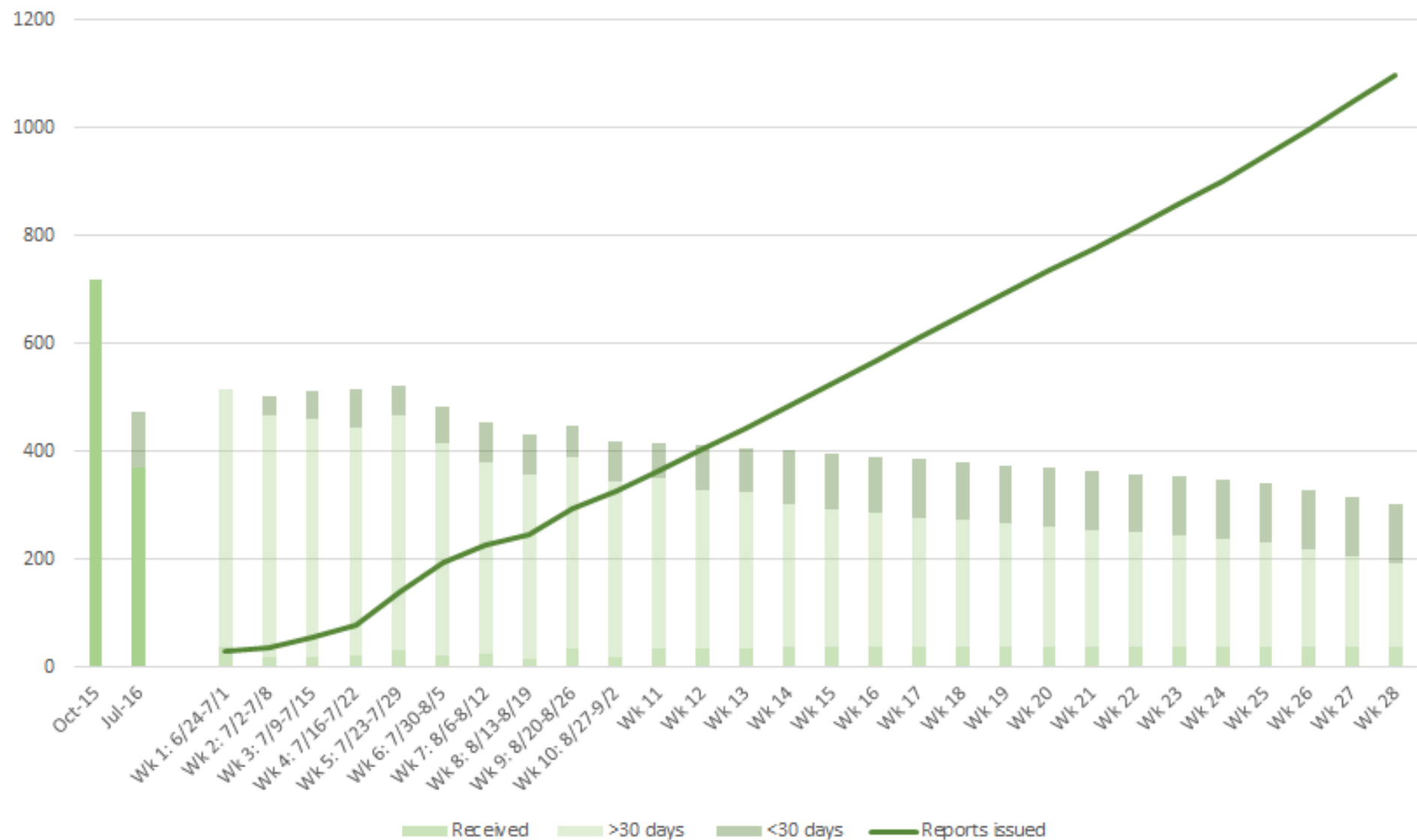
Average total TAT



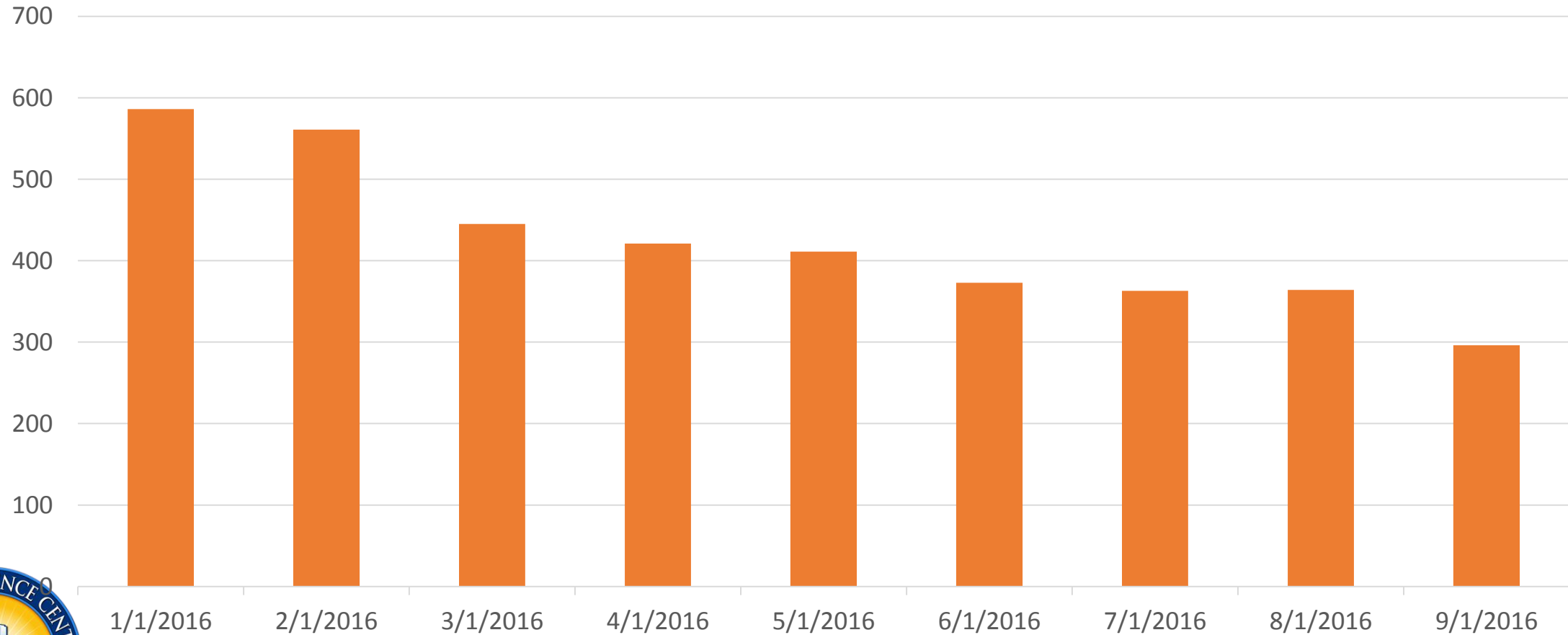
- ❑ Very rare to remediate DNA requests. Most DNA requests stem from screening requests, so most issues are resolved by this stage. Still a 6-15% admin close rate.



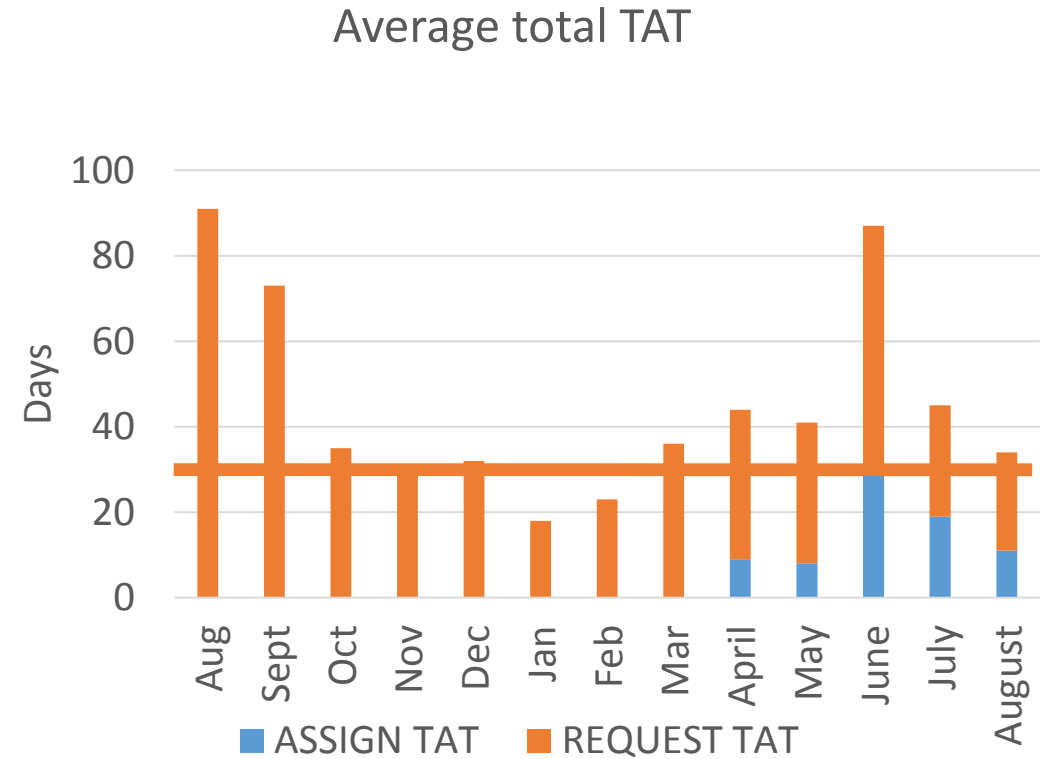
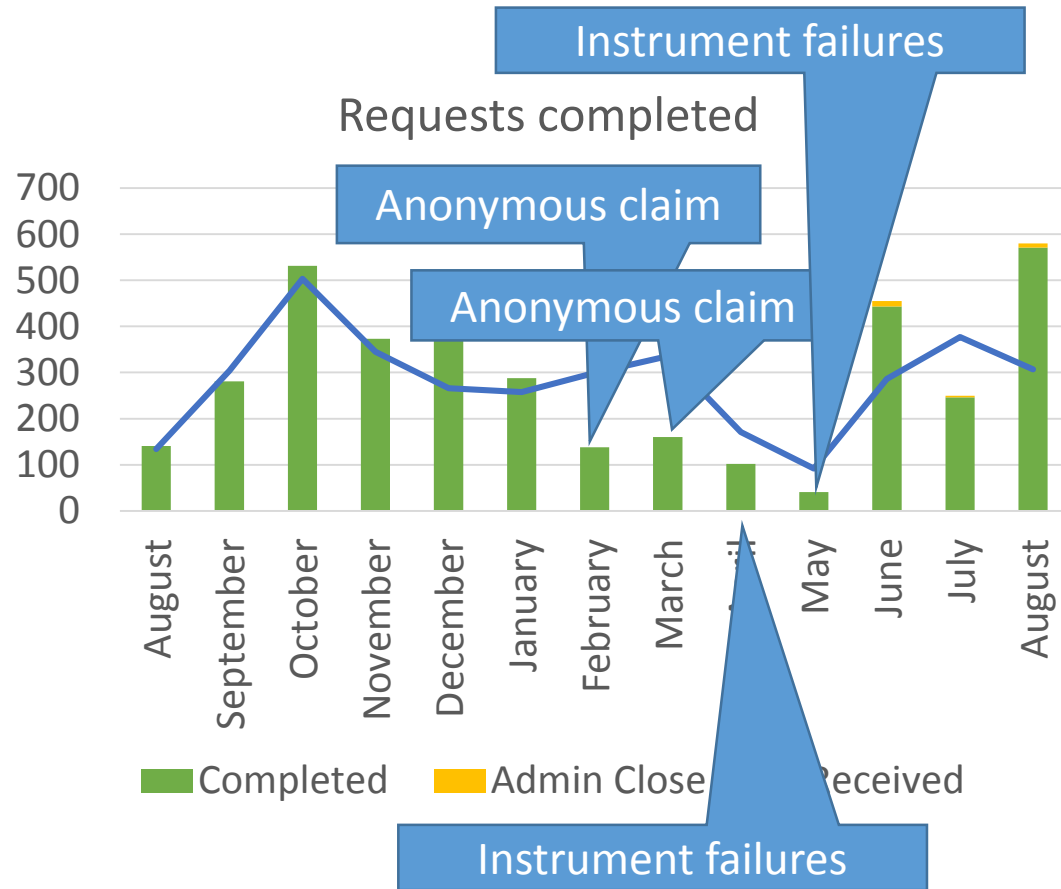
Non SAK DNA requests



Non-SAK DNA Backlog requests by month



Toxicology: Alcohol





















This is a beta site that will continue to expand and develop over time.

This website is updated weekly.

For case-specific information and for any questions, comments or feedback, please contact us
at Legal@HoustonForensicScience.org.

eDiscovery

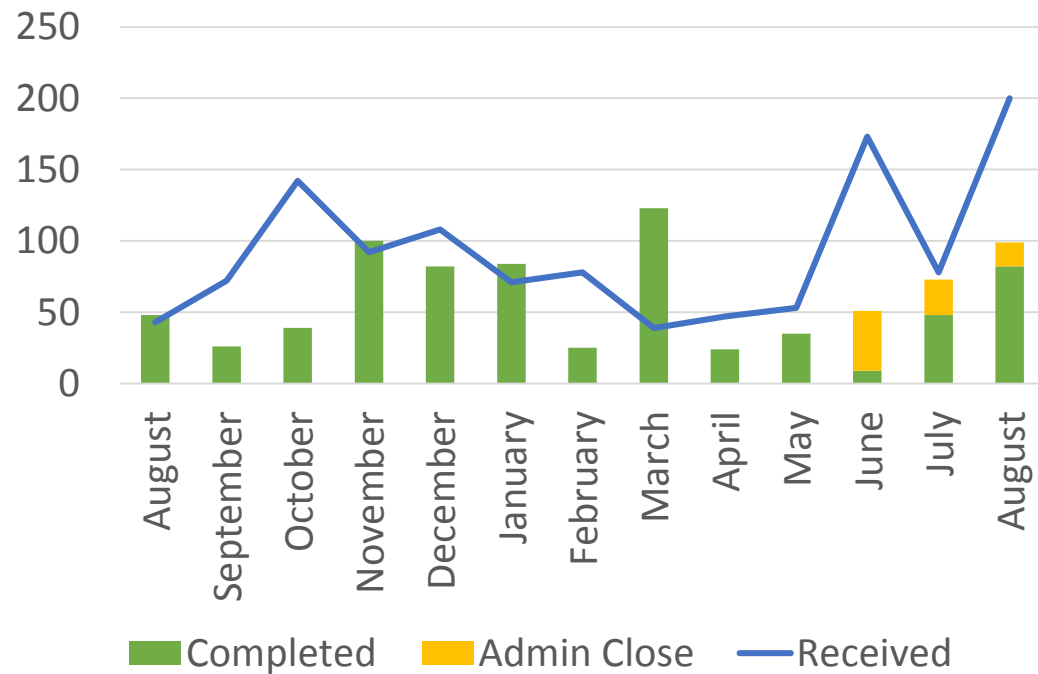
eDiscovery

✓	📄	Name	
		2016-001	...
		2016-002	...
		2016-002_Redacted	...
		2016-003	...
		2016-018	...
		2016-018-Supplemental	...
		2016-019	...
		2016-020	...
		2016-030	...
		2016-034	...
		2016-036	...
		2016-039	...
		2016-040	...
		2016-040_Supporting Document 1	...
		2016-044	...
		2016-052	...
		2016-053	...
		2016-054	...

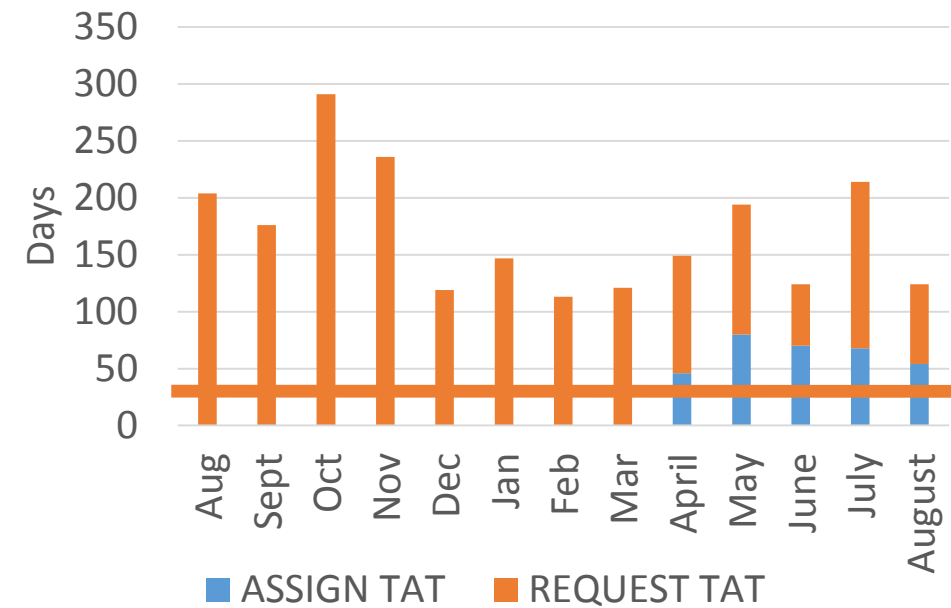


Toxicology: Additional drug testing

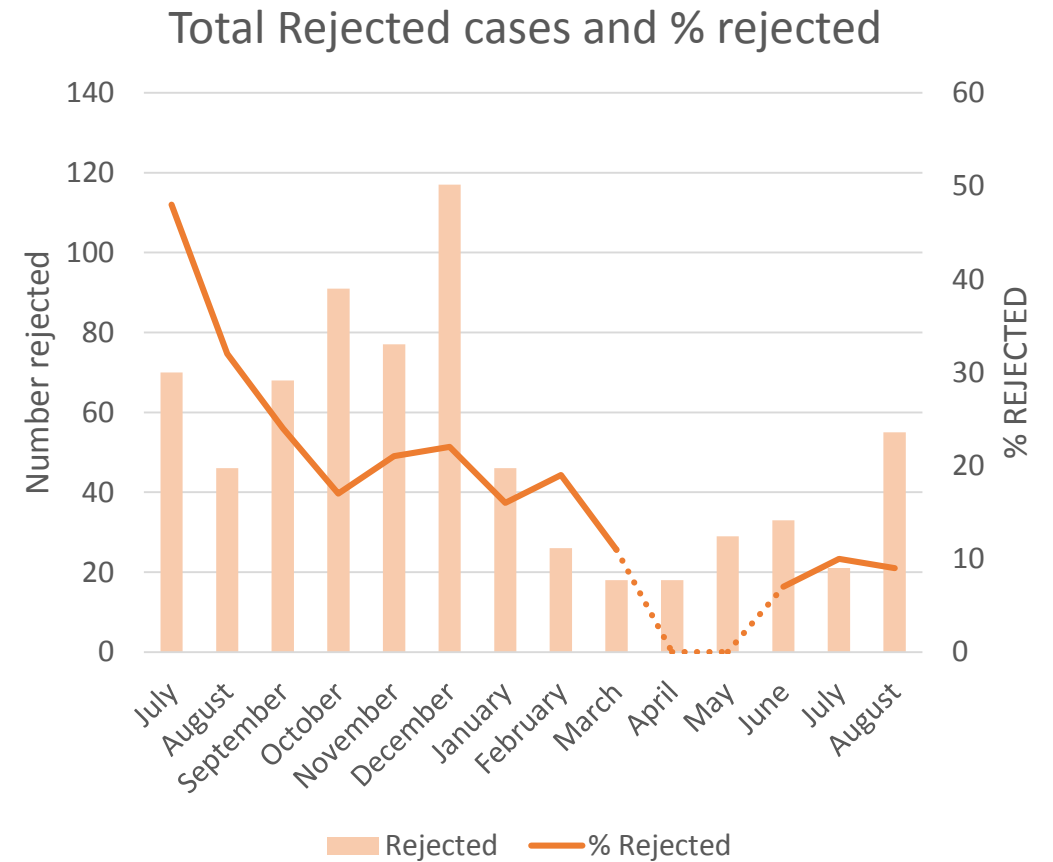
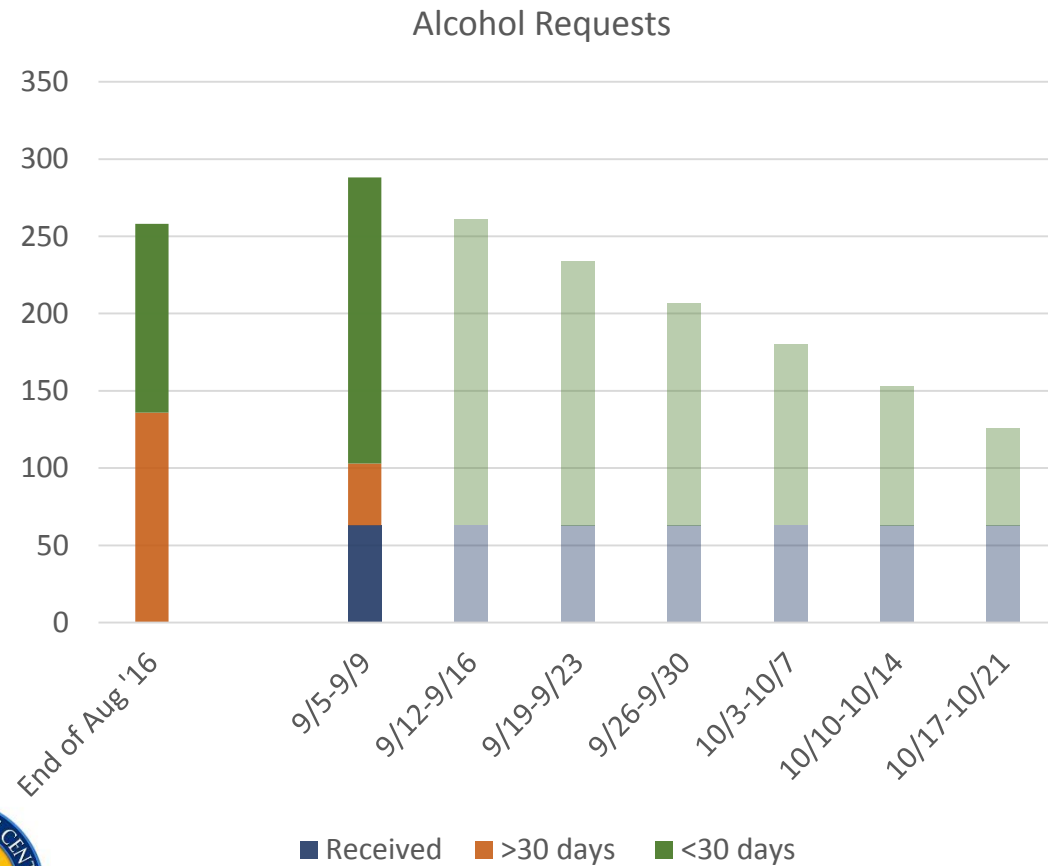
Requests completed



Average total TAT



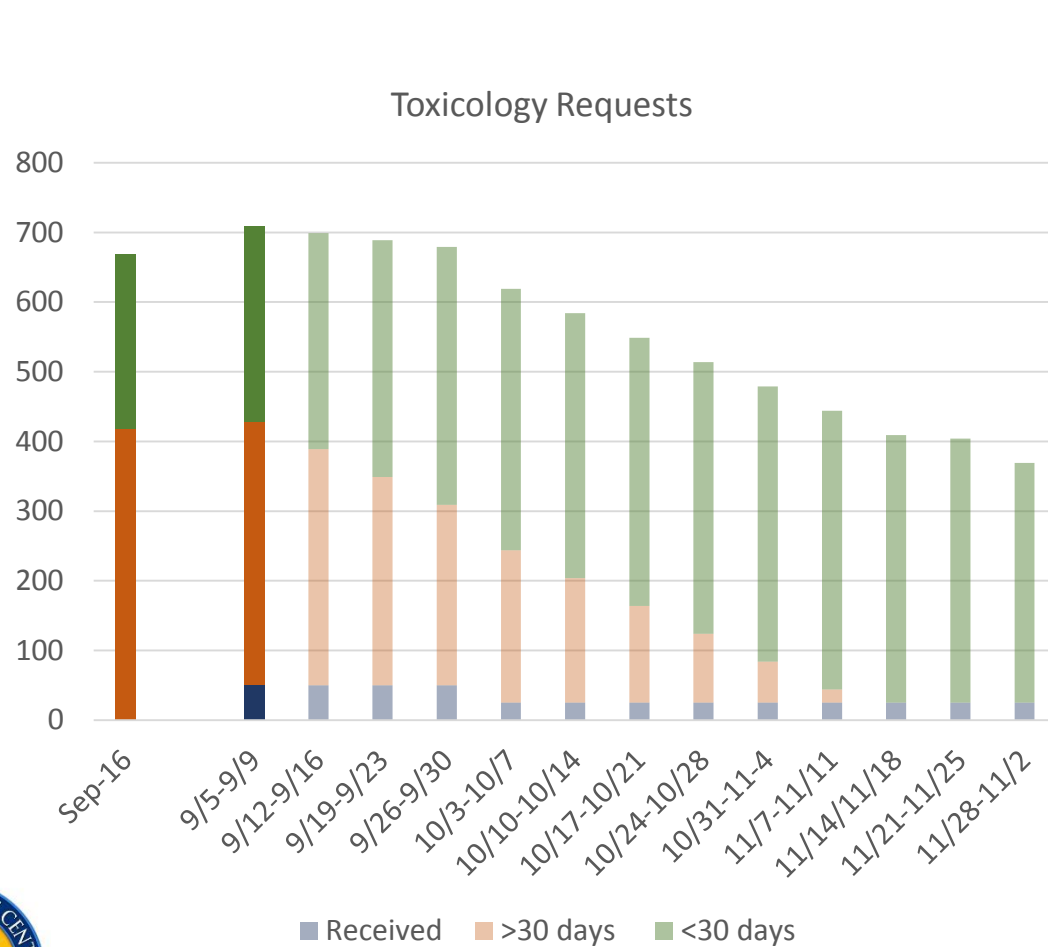
Toxicology: Alcohol Backlog and rejections



~10% still legacy kits (25% rejection rate).
~8% rejection rate on new kits.



Toxicology: Drug requests (DUID and DFSA)



An additional ~300 urine samples in DFSA kits that predate HFSC

Estimated Completion of Project

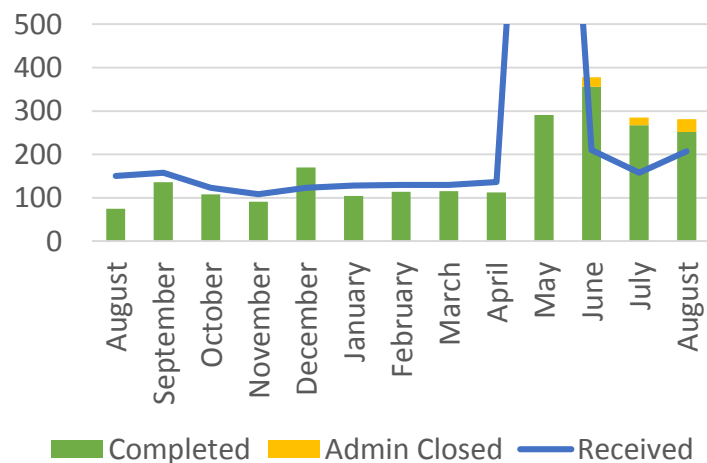
Wk 1	9/12/2016	Training of the second ELISA analyst
Wk 2	9/19/2016	Cocaine Confirm + GC-MS Drug Screen #1
Wk 3	9/26/2016	
Wk 4	10/3/2016	Training of the third ELISA analyst
Wk 5	10/17/2016	Amphetamine Confirm
Wk 6	10/24/2016	
Wk 7	10/31/2016	Opioid Confirm
Wk 8	11/7/2016	
Wk 9	11/14/2016	
Wk 10	11/21/2016	
Wk 11	11/28/2016	Benzodiazepine Confirm + LC-QTOF Drug Screen (Dr. Rearden)
Wk 12	12/5/2016	Cross-training of drug analysts
Wk 13	12/12/2016	
Wk 14	12/19/2016	
Wk 15	12/26/2016	
Wk 16	1/2/2017	Paperwork (authorization memos, laboratory forms, worksheets, report templates, SOPs)
Wk 17	1/9/2017	
Wk 18	1/16/2017	
Wk 19	1/23/2017	
Wk 20	1/30/2017	
	2/1/2017	
		Drug Casework



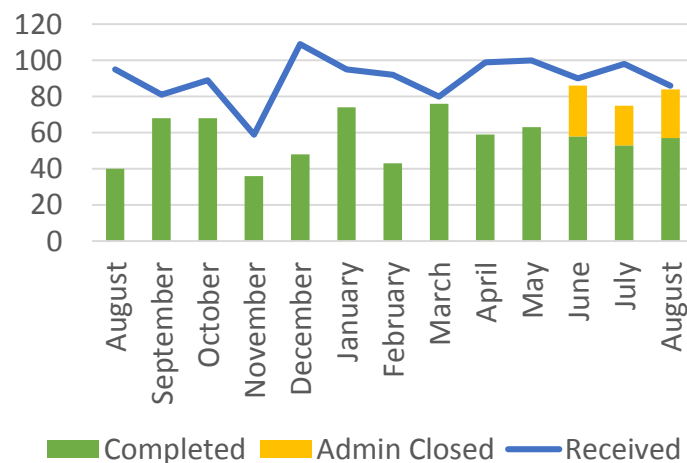


Latents

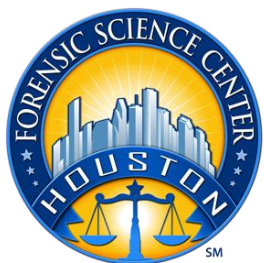
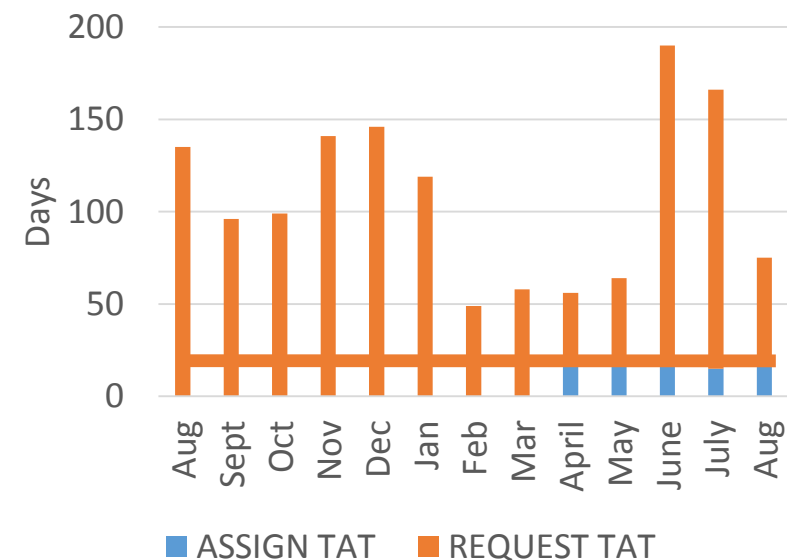
Comparison requests



Processing requests



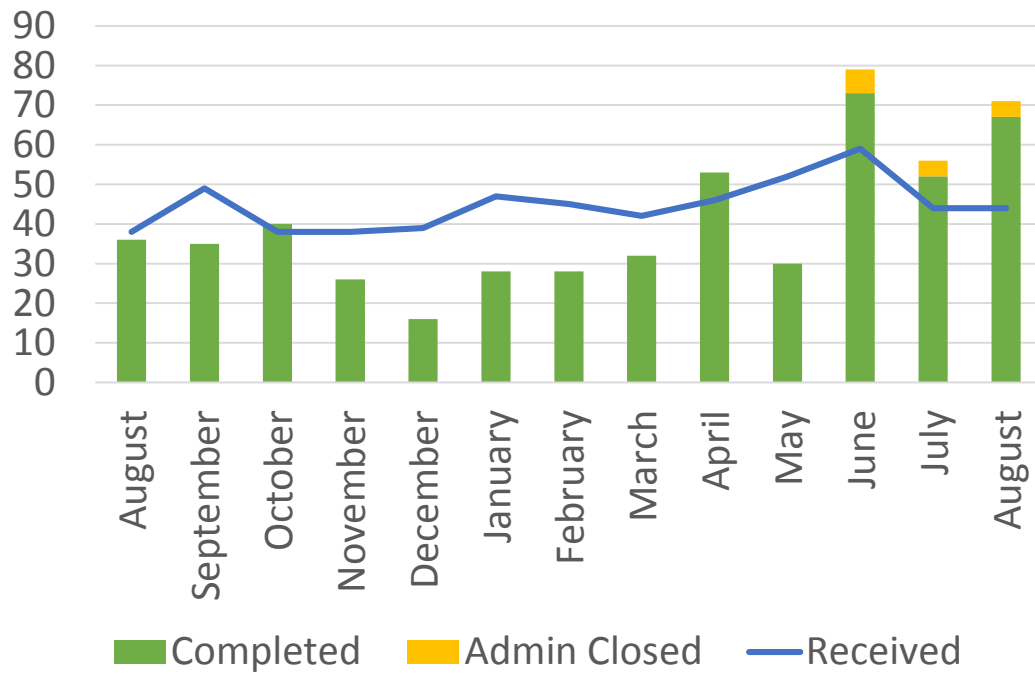
Average total TAT



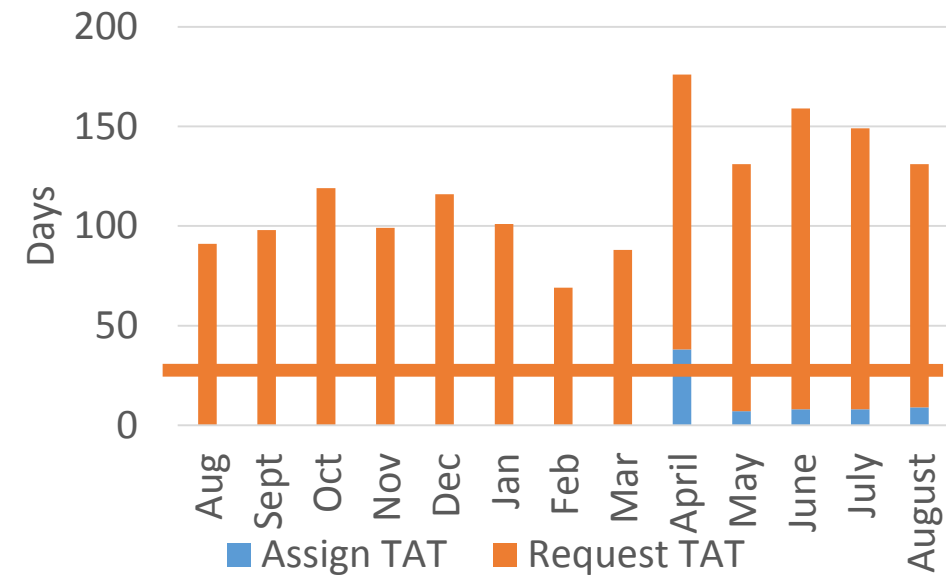
- ❑ ~15-20% of requests require some kind of remediation.
- ❑ Greater implementation of investigative lead reports
- ❑ County AFIS connection progress. VPN and printer issues.

Digital

Requests completed



Average total TAT

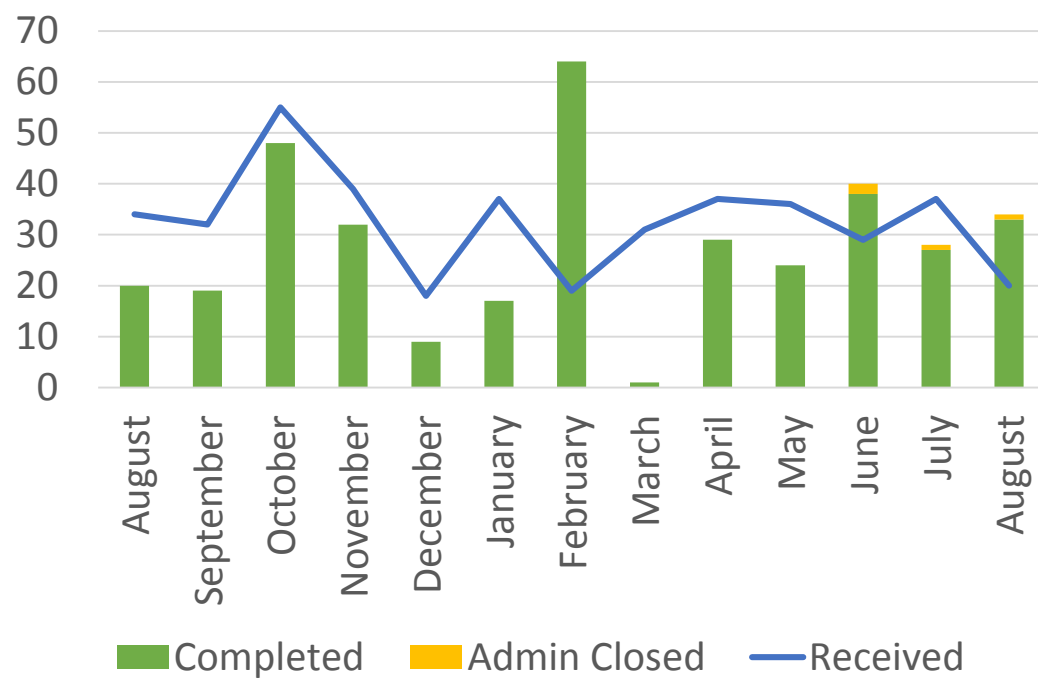


❑ 5 new staff in DME in the next month

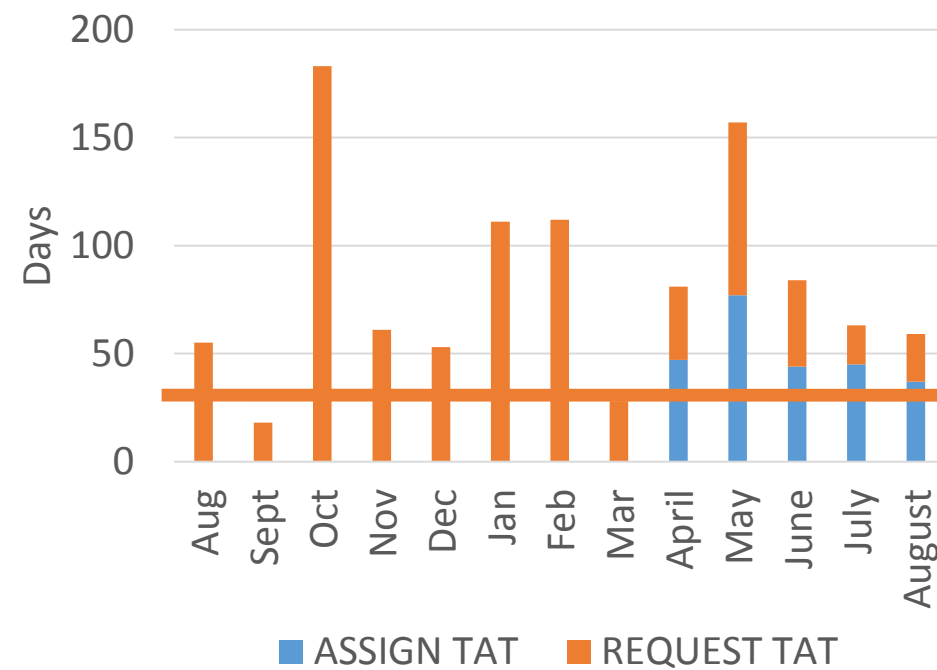


A/V

Requests completed



Average total TAT

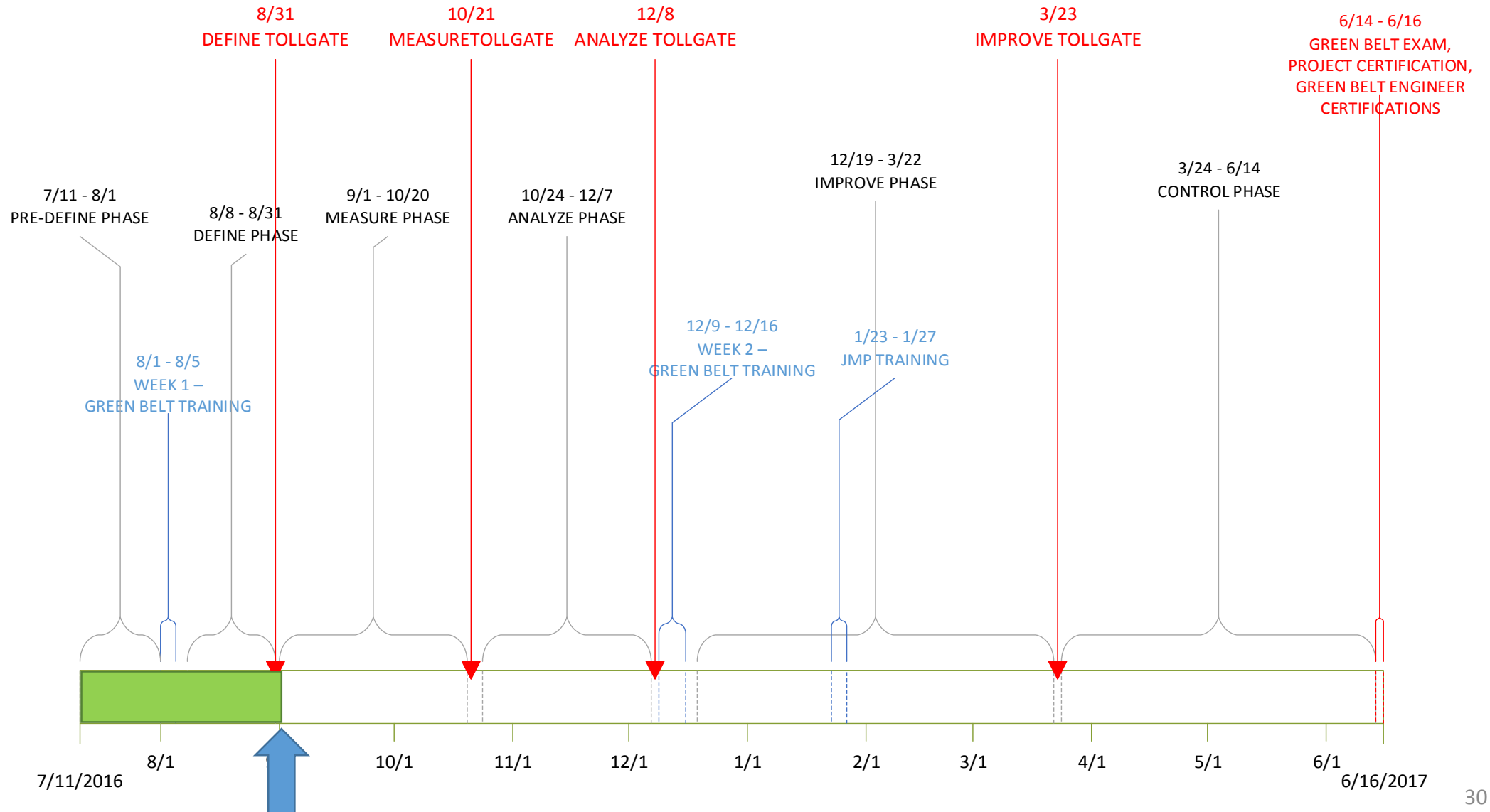


Facility



- 25th floor supply room complete
 - RFID pilot
 - Common supply
 - CSU supplies
- 26th floor changes, dependent on
 - Sufficient power – Meeting with GSD, MAY be some good news
 - Sufficient venting
 - Sufficient cooling

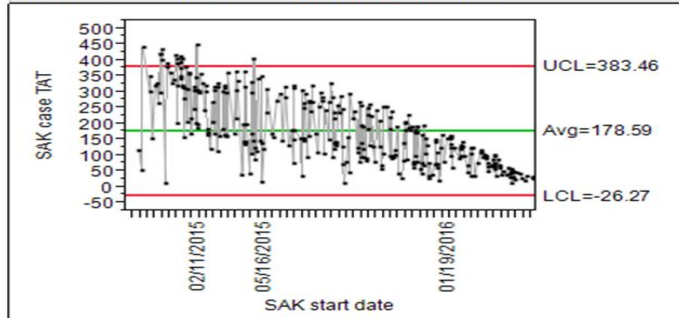
Lean Six Sigma project (BIOLOGY)



Run Chart SAK TAT by Date Request Received Project

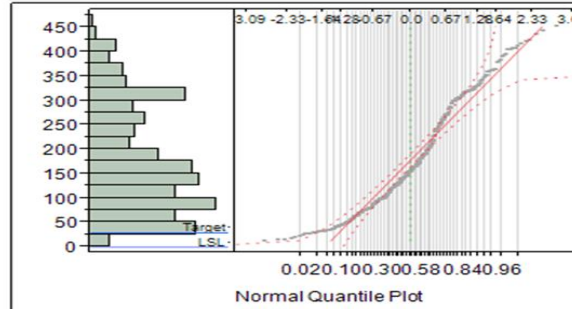
Control Chart

Individual Measurement of SAK case TAT



Distributions

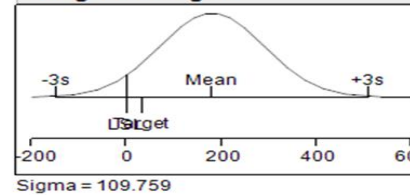
SAK case TAT



Capability Analysis

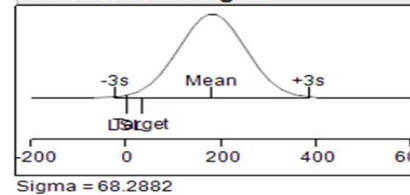
Specification	Value	Portion	% Actual
Lower Spec Limit	0	Below LSL	0.0000
Spec Target	30	Above USL	
Upper Spec Limit		Total Outside	0.0000

Long Term Sigma



Capability	Index	Lower CI	Upper CI
CP			
CPK	0.542	0.488	0.597
CPM	0.054		
CPL	0.542	0.488	0.597
CPU			
Portion	Percent	PPM	Sigma Quality
Below LSL	5.1852	51852.328	3.127
Above USL			
Total Outside	5.1852	51852.328	3.127

Control Chart Sigma



Capability	Index
CP	
CPK	0.872
CPM	0.061
CPL	0.872
CPU	

Portion	Percent	PPM	Sigma Quality
Below LSL	0.4457	4457.3582	4.115
Above USL			
Total Outside	0.4457	4457.3582	4.115

PLUG VALUE: SPEC LIMITS

LSL= 0 days

TARGET = 30 days

USL = blank days

