



**Report on the Responses to the Calendar Year 2018  
Customer Satisfaction Survey  
for the  
Bureau of Forensic Services**

The following derives its data from a survey of seven questions sent to customers who submitted samples to the Bureau during the period from January 1, 2018 through December 31, 2018.

Carl Chasteen, Chief of Forensic Services  
Simon Blank, Director, Division of Investigative and Forensic Services  
Jimmy Patronis, Chief Financial Officer and State Fire Marshal



CERT #4202.01

AN AMERICAN ASSOCIATION FOR LABORATORY ACCREDITATION accredited TESTING Laboratory, meeting ISO 17025 and A2LA requirements  
(SINCE February 9, 2017 in the subdisciplines of Fire Debris Analysis, Low Explosives Analysis,  
and Analysis of Unknown Chemicals from Clandestine Laboratories) Certificate 4202.01



AN ASCLD/LAB-International ACCREDITED TESTING LABORATORY meeting ISO 17025 and ASCLD/LAB-International requirements  
(SINCE July 20, 2010 in the subdisciplines of Fire Debris, Explosives and Analysis of Unknowns) Certificate ALI-130-T

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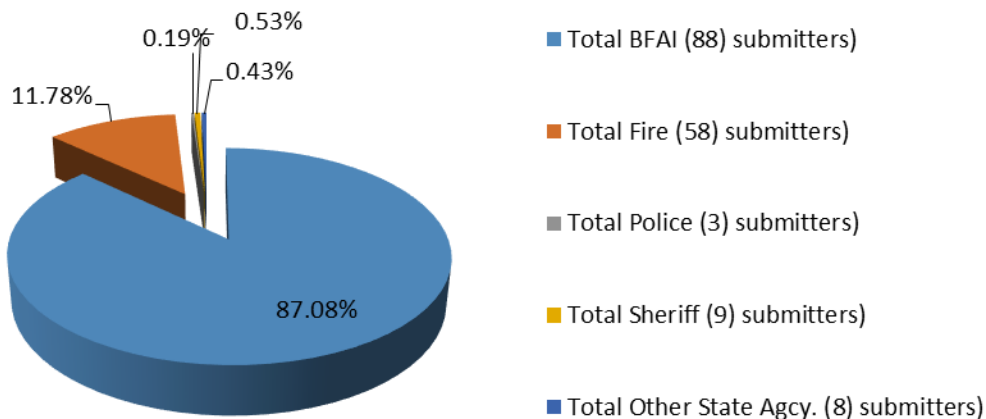
## **Submitters:**

During the survey period, a total of one hundred fifty-one (151) submitters were identified as active after subtracting the names of individuals who had their emails returned as they were no longer at the email address on record. The submitters represented sixteen (16) Fire Departments, three (3) Police Departments, eight (8) Sheriff's Offices, twelve (12) BFAEI Field Offices, the Florida Department of Law Enforcement, Florida Fish and Wildlife Conservation Commission, Florida Agricultural and Mechanical University Police, and the State Attorney's Office.

The majority of "chemical evidence submissions" (75.09%) were made by detectives from the Bureau of Fire, Arson, and Explosives Investigations (BFAEI) which is another Bureau within our Division of Investigative and Forensic Services (DIFS). The majority of submissions from Sheriff's Offices were for identification of hazardous chemicals seized during clandestine drug laboratory investigations. BFAEI was responsible for 100% of Digital Image Submissions. Digital Image Submissions, preparation and provision of public records requests for files and images, and forensic video analysis are included in the statistics for "all submissions".

Type of Agency	Number of Separate Agencies or Field Offices	Number of Submitters by Agency Type	Percent of chemical Submissions	Percent of all Submissions
BFAEI	12	88	75.09%	87.08%
Fire Dept.	16	58	23.59%	11.78%
Police Dept.	3	3	0.31%	0.19%
Sheriff's Office	8	9	0.74%	0.53%
Other (State Agencies)	4	8	0.27%	0.43%
<b>Totals</b>	<b>40</b>	<b>178</b>	<b>100%</b>	<b>100%</b>

**Percent of All Submissions 2018**



Of the non-BFAEI submitting agencies, five (5) were identified as submitting forty (40) or more samples each (these were from five (5) fire departments).

Agency	Samples
Hillsborough County Fire Marshal	192
Miami Dade Fire Rescue	119
Palm Beach County Fire Rescue	55
Pascio County Fire Rescue	55
Orlando Arson and Bomb Squad	41

A breakout of the physical evidence submissions made by our largest customer, the Bureau of Fire, Arson, and Explosives Investigations, indicates that the average number of chemical analysis submissions per detective who submitted physical evidence items in the target time frame (eighty-eight (88) detectives) was 21.89 samples per detective. The field office with the greatest number of chemical analysis submissions was Jacksonville with 371 followed by Ocala, Orlando, Fort Myers, Lake Wales, and Plantation with over 150 sample submissions each. The average number of digital image case submissions per detective who submitted digital image cases in the target time frame (eighty-four (84) detectives) was 30.17 image cases per detective. The field office with the highest number of digital image (DI) case submissions was Jacksonville with 572.

FO	Samples	DI Cases
Jacksonville	371	572
Ocala	213	283
Orlando	189	376
Fort Myers	181	186
Lake Wales	154	199
Plantation	153	191
Pensacola	136	214
West Palm Beach	131	168
Tampa	114	72
Daytona	103	120
Tallahassee	96	65
Panama City	85	88
	1926	2534

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

Detective	FO	Samples
Stephen Rice	Fort Myers	69
J. Baker	Jacksonville	58
Tom White	Jacksonville	49
Tommy Pudlo	Ocala	49
Paul Robbins	Jacksonville	47
Danny Yeager	Jacksonville	45
Caleb Douglas	Jacksonville	44
Mike Lofton	Ocala	44
Mike Douglas	Lake Wales	44
Jim Stafford	Panama City	43

The top nine (9) individual submitters of digital image cases are listed in the following table:

Detective	FO	DI Cases
J. Baker	Jacksonville	95
Caleb Douglas	Jacksonville	86
Matt Huffman	Jacksonville	70
Paul Robbins	Jacksonville	64
Jeff Clare	West Palm Beach	61
Stephen Kane	Orlando	60
Josh Bass	Jacksonville	60
Danny Yeager	Jacksonville	59
Danny Vaden	Pensacola	58

## **The Survey:**

The Bureau's Customer Satisfaction Survey was in an electronic format and was successfully delivered to one hundred fifty-one (151) of the identified submitters after subtracting those whose emails were indicated as being undeliverable. A survey return percentage above 25% of those sent is considered "significant". A total of ninety-two (92) customers (60.93%) provided responses for at least one of the five (5) BFS services listed before the survey deadline. Some customers who utilized more than one of our services provided responses for those services as well.

BFS services which the customers were asked to rank individually:

- Fire Debris Analysis
- Explosives Analysis
- Chemical Unknowns Analysis
- Digital Image Archival
- Forensic Video Examination

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

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

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

The ranking scale for all attributes was:

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

There were different numbers of respondents for each of the attributes in each of the five services. A table showing the number of respondents for each service:

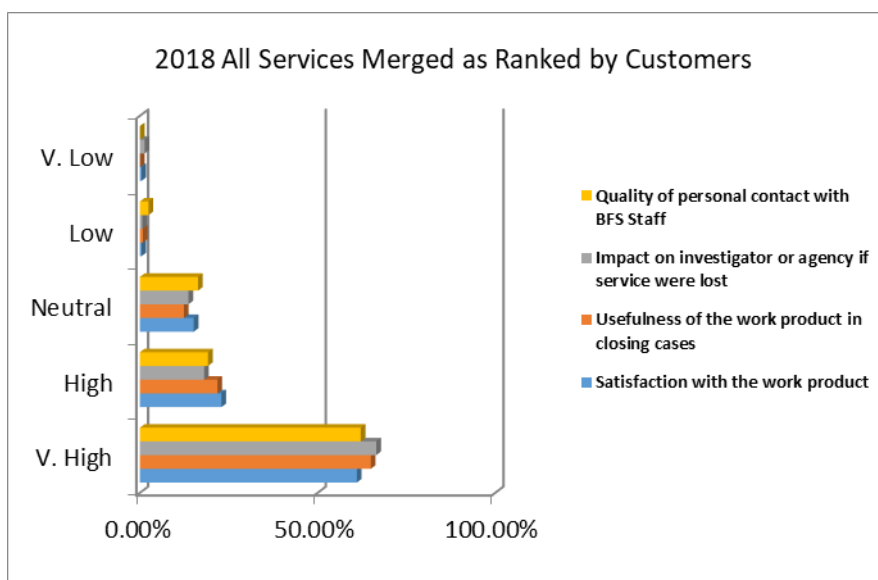
<b>Respondents</b>	<b>Raw Number</b>	<b>Percent responding to a portion of the survey</b>
Maximum number that responded to a portion of the survey	92	100.00%
Maximum respondents to issues on fire debris service	89	96.74%
Maximum respondents to issues on explosives service	42	45.65%
Maximum respondents to issues on chemical unknown service	38	41.30%
Maximum respondents to issues on digital imaging service	39	42.39%
Maximum respondents to issues on forensic video service	23	25.00%

## Overview of All Services

If all responses for the survey were merged regardless of the service category a comprehensive view of the Bureau's overall performance was created with the greatest weighting toward the chemical analyses that compose the bulk of our service requests. For calendar year 2018, the chemical requests (including QA/QC samples) totaled five thousand four hundred thirty-four (5,434) and the imaging requests totaled two thousand five hundred seventy-nine (2,579). The following tables and graphs show the statistical customer perception of each of the four attributes for all services combined:

All Services Merged	Count	Count	Count	Count	Count	Total
Attribute	V. High	High	Neutral	Low	V. Low	Response
Satisfaction with the work product	141	53	35	1	1	231
Usefulness of the work product in closing their cases	152	51	29	2	0	234
Impact on investigator or agency if service were lost	151	41	31	1	3	227
Quality of personal contact with BFS Staff	133	41	35	5	0	214

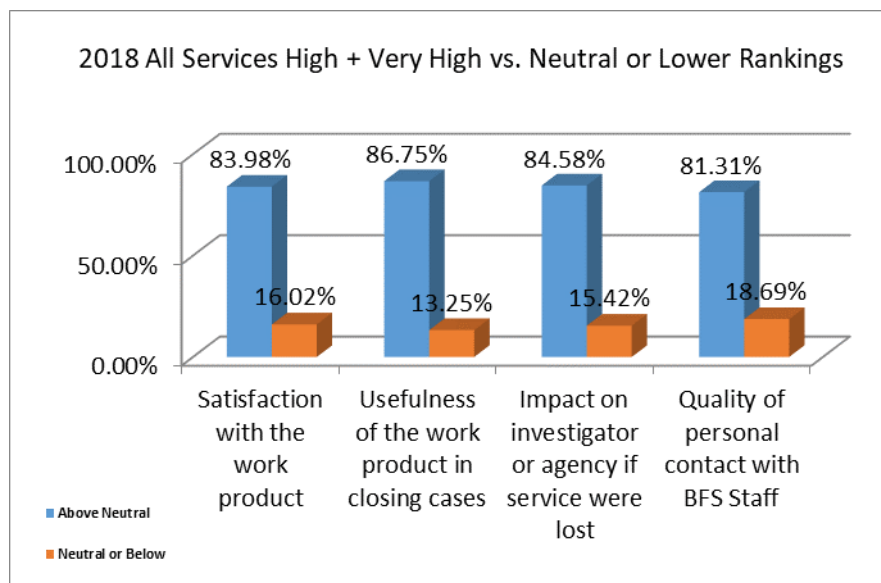
All Services Merged	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	61.04%	22.94%	15.15%	0.43%	0.43%
Usefulness of the work product in closing their cases	64.96%	21.79%	12.39%	0.85%	0.00%
Impact on investigator or agency if service were lost	66.52%	18.06%	13.66%	0.66%	1.32%
Quality of personal contact with BFS Staff	62.15%	19.16%	16.36%	2.41%	0.00%



The scope of this evaluation by customers is examined by combining the percent of responses that rank the attributes at "Very High" and "High" against all the responses that rank the

attributes at “Neutral”, “Low”, or “Very Low”. This evaluation period shows similar percentages in the percentages of “Very High” and “High” rankings compared with the previous evaluation periods. All ratings of “Very High” plus “High” are between 81.31% and 86.75% and is a significantly positive reflection of the overall value our customers place on our services and staff.

All Services Merged	Percent	Percent
Ranking	V. High + High	Neutral, Low, or V. Low
Satisfaction with the work product	83.98%	16.02%
Usefulness of the work product in closing their cases	86.75%	13.25%
Impact on investigator or agency if service were lost	84.58%	15.42%
Quality of personal contact with BFS Staff	81.31%	18.69%



This comprehensive ranking of all services by attributes shows that 81% or more of our customers rank each of the attributes (satisfaction, usefulness of the product, impact, and personal contact) at “High” or “Very High”. If we examine the statistics for the highest rating of only “Very High” the Bureau scores from above 61% to 67% for each attribute.

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

01/01/2017 to 12/31/2017	Film Special Requests	Fire Debris Samples	QA/QC	Explosives	Images	Video	Total
Service Requests	124	2737	2489	208	2579	31	8168



## **Fire Debris Analysis Service**

Fire debris analysis is the primary service provided by the Bureau. The individual samples and associated quality assurance analyses compose 68.39% (5,586 of 8,168) of the total number of work requests processed by the Bureau in the calendar year running from January 1, 2018 to December 31, 2018. Fire debris analysis, where we examine material from the fire scene for trace amounts of ignitable liquids possibly used to accelerate a fire, is accomplished with the use of gas chromatography-mass spectrometry (GC-MS).

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

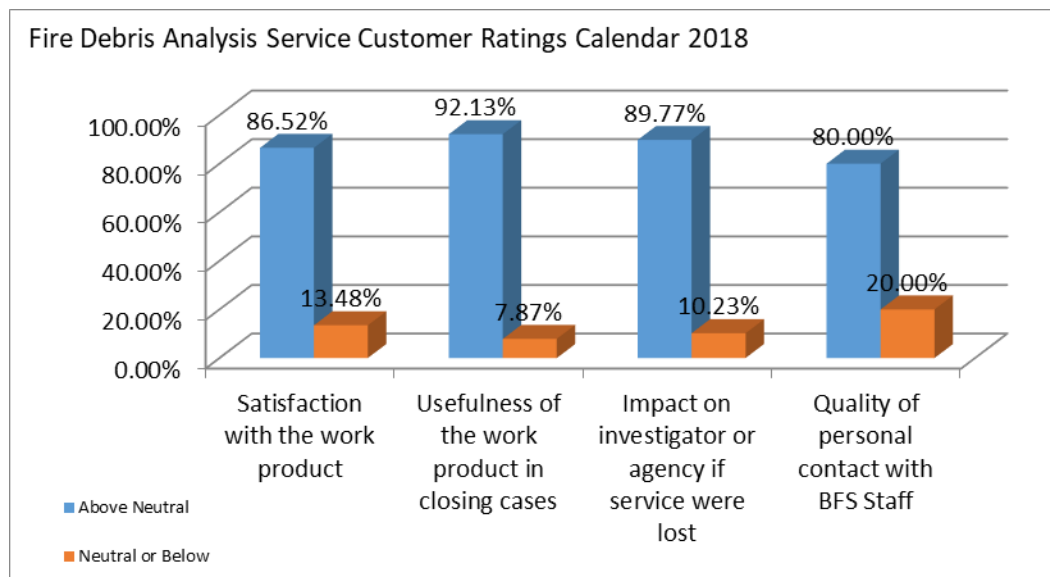
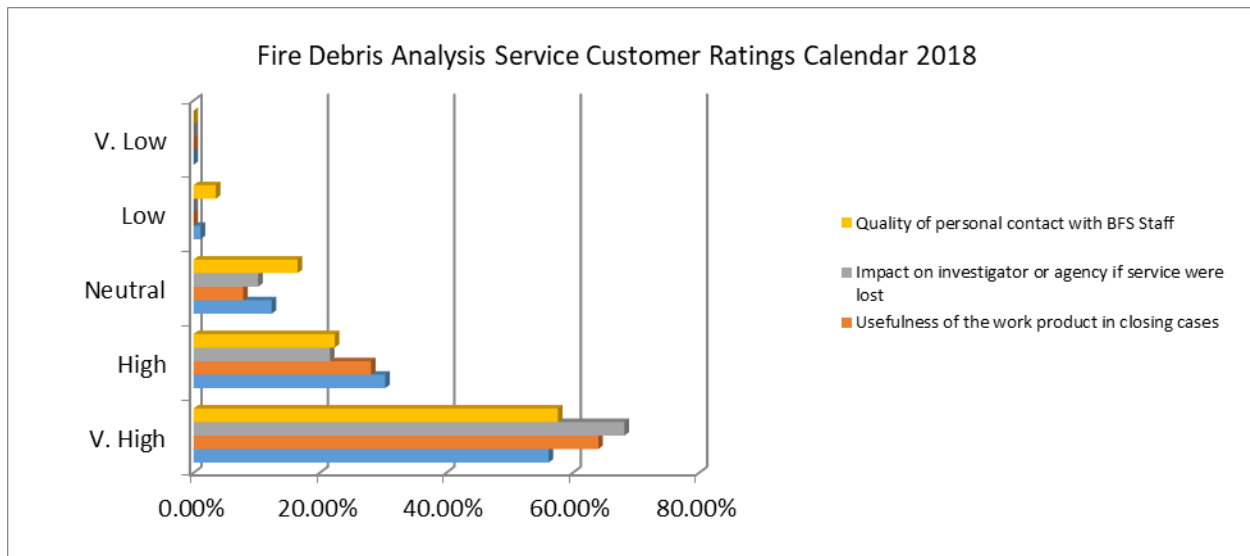
Our customers provided the following responses concerning their view of fire debris analysis service:

<b>Fire Debris Service</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
<b>Ranking</b>	<b>V. High</b>	<b>High</b>	<b>Neutral</b>	<b>Low</b>	<b>V. Low</b>
Satisfaction with the work product	56.18%	30.34%	12.36%	1.12%	0.00%
Usefulness of the work product in closing their cases	64.04%	28.09%	7.87%	0.00%	0.00%
Impact on investigator or agency if service were lost	68.18%	21.59%	10.23%	0.00%	0.00%
Quality of personal contact with BFS Staff	57.65%	22.35%	16.47%	3.53%	0.00%

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

<b>Fire Debris Service</b>	<b>Percent</b>	<b>Percent</b>
<b>Ranking</b>	<b>V. High + High</b>	<b>Neutral, Low, or V. Low</b>
Satisfaction with the work product	86.52%	13.48%
Usefulness of the work product in closing their cases	92.13%	7.87%
Impact on investigator or agency if service were lost	89.77%	10.23%
Quality of personal contact with BFS Staff	80.00%	20.00%

When over 92% of customers rank the usefulness of the work product to close their case investigations at “Very High” or “High” it is clear that the fire debris analysis provided by BFS is a necessary component to fire investigation in the State of Florida.



When 80.00% of customers rate the quality of their contact with staff as Very High or High, it speaks to the importance of positive customer communication and service exercised by all staff.

## Explosives Analysis Service

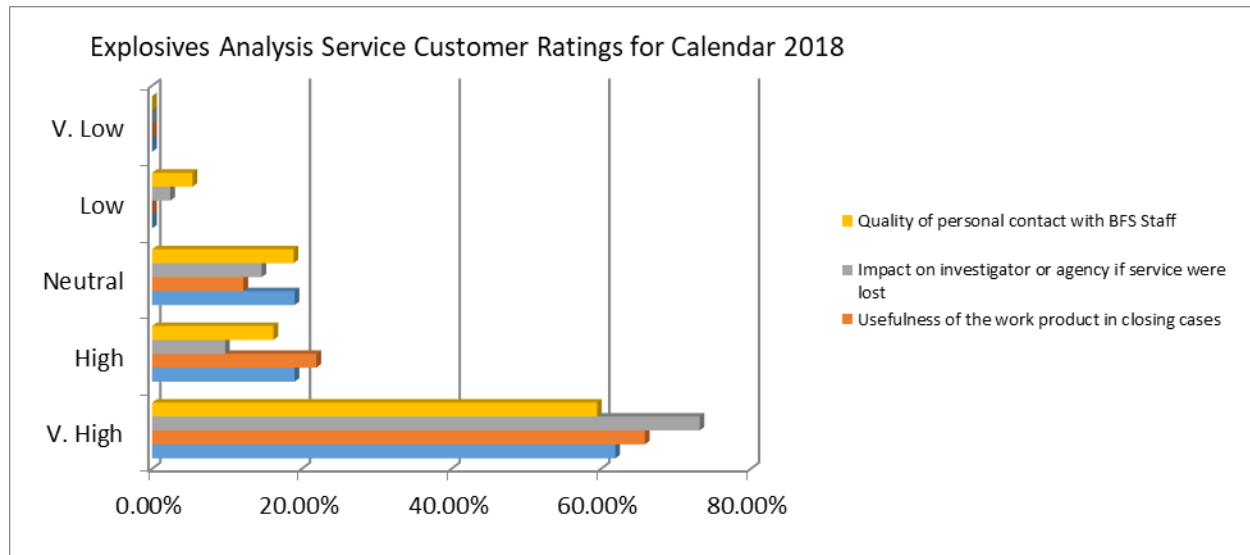
The determination of explosives, explosive residues, or chemical unknowns typically requires the use of multiple instruments on multiple sub-samples. Fire debris only requires a single analysis by gas chromatography-mass spectrometry (GC-MS). Organic (compounds with a carbon atom “backbone”) explosives,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

The Bureau’s statistics currently combine all explosives, explosive residues, and Chemical Unknowns (true unknowns as well as chemicals from clandestine drug laboratories) under the single heading of “explosives”. Originally the Bureau only had the identification of the Chemical Unknowns as a minor task and incorporated them into the more numerous explosives determinations at the time. Over the years as clandestine laboratories proliferated the number of these samples became dominant. These have dropped significantly and our customers tell us the reason is that methamphetamine from foreign sources is so cheap that the number of people willing to make it has dropped significantly. This is the greatest drop of service requests by sub-discipline.

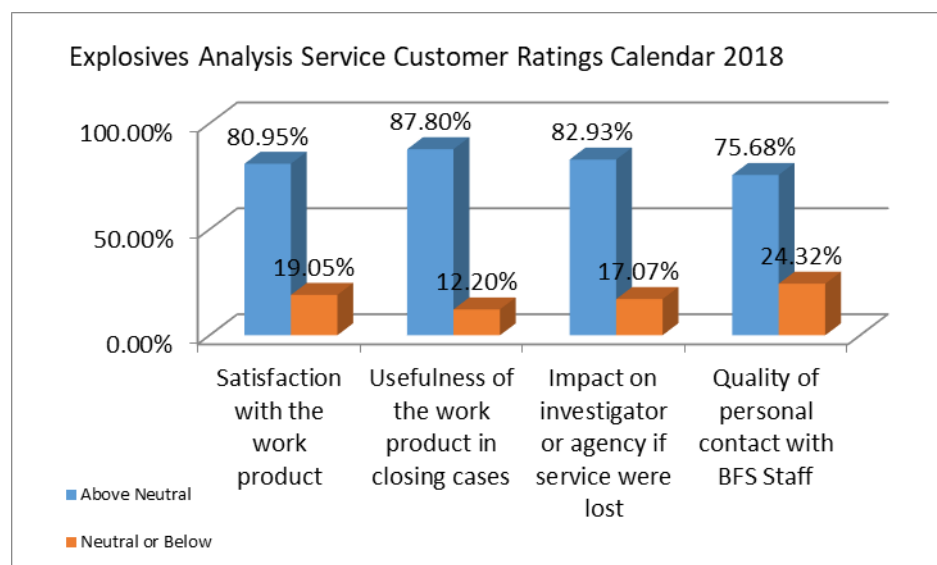
No other State of Florida laboratory is performing testing of non-drug chemicals collected from clandestine laboratory sites of evidence by investigators. Florida Statutes criminalize possession of the chemicals used to construct a clandestine drug laboratory (FS 893.033(2), FS 893.13 (g), FS 893.135(1)(f)1, and FS 893.149(1)). As a result, we had seen a steady increase in the number of these submissions through FY 2013/2014. By FY 2014/2015 the submissions had dropped and in calendar 2018 they had dropped further. Of the two hundred sixteen (216) “explosives” analyses completed by the Bureau from January 1, 2018 through December 31, 2018, only 33.33% (or seventy-two) were for actual explosives while 66.67% or one hundred forty-four (144) were for Clandestine Labs or Chemical Unknowns identification. This section will report the customer satisfaction rankings for the explosives analysis while unknown and clandestine laboratory chemicals analysis will be covered in the next section.

<b>Explosives Service</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
<b>Ranking</b>	<b>V. High</b>	<b>High</b>	<b>Neutral</b>	<b>Low</b>	<b>V. Low</b>
Satisfaction with the work product	61.90%	19.05%	19.05%	0.00%	0.00%
Usefulness of the work product in closing their cases	65.85%	21.95%	12.20%	0.00%	0.00%
Impact on investigator or agency if service were lost	73.17%	9.76%	14.63%	2.44%	0.00%
Quality of personal contact with BFS Staff	59.46%	16.22%	18.91%	5.41%	0.00%

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



Explosives Service	Percent	Percent
Ranking	V. High + High	Neutral, Low, or V. Low
Satisfaction with the work product	80.95%	19.05%
Usefulness of the work product in closing their cases	87.80%	12.20%
Impact on investigator or agency if service were lost	82.93%	17.07%
Quality of personal contact with BFS Staff	75.68%	24.32%

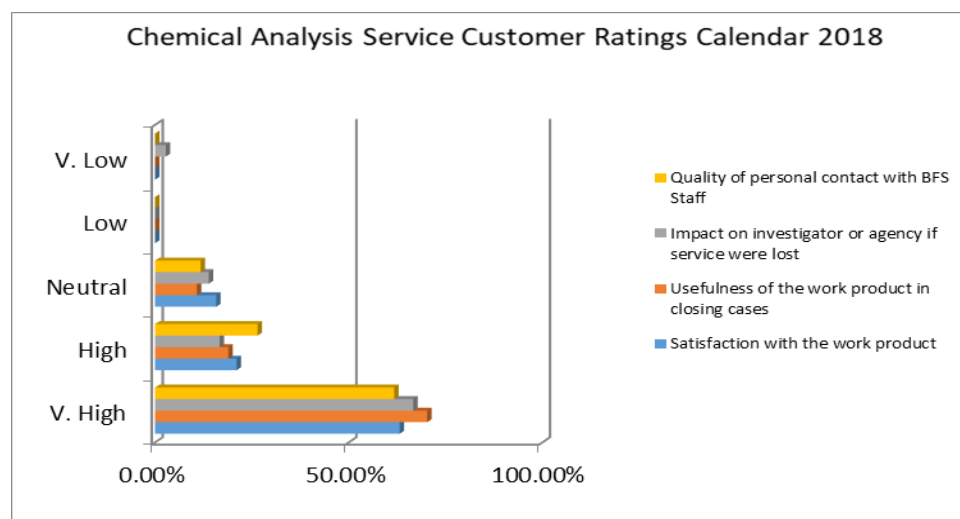


Overall, the ratings of “Very High” and “High” are similar to the previous review period. As with the previous review period a drop in favorable ratings to “neutral” and lower can be seen. With satisfaction with our current work product rated at “Very High” and “High” by 80.95% of our customers it is clear we are performing well above expectations.

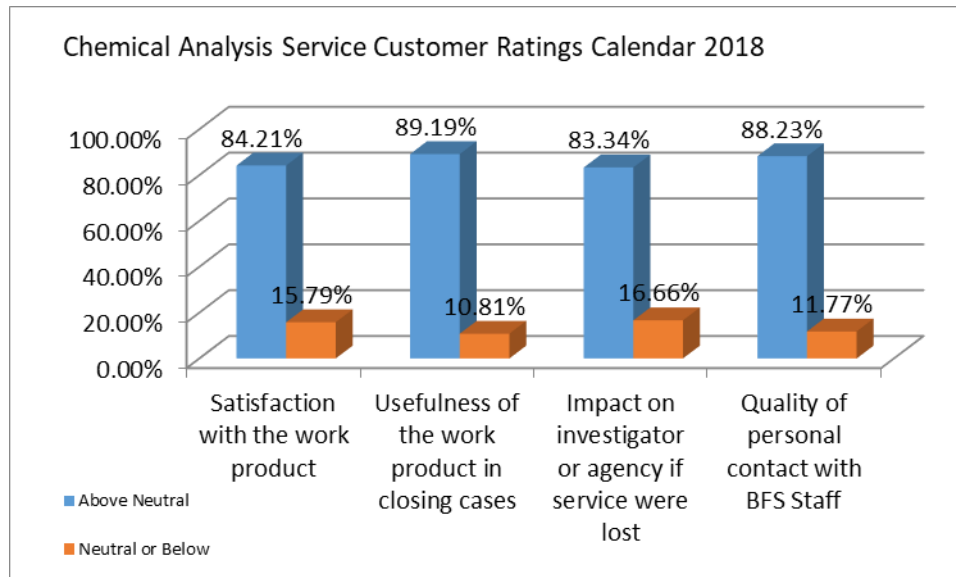
## Chemical Unknowns Analysis Service

As was discussed at the beginning of the section on Explosives Analysis, the two hundred sixteen (216) “explosives” analyses completed by the Bureau from January 1, 2018 through December 31, 2018 can be broken down into only 33.33% or seventy-two (72) were for actual explosives while 66.67% or one hundred forty-four (144) were for Clandestine Labs or Chemical Unknowns identification. In addition, organic based Chemical Unknowns may require multiple separate analyses by GC-MS or Fourier Transform Infrared Spectroscopy (FTIR). Inorganic based Chemical Unknowns may require multiple separate analyses by ion chromatography- mass spectrometry (IC-MS), FTIR, Raman Spectroscopy, or X-Ray Fluorescence Spectroscopy (XRF) and will require screening by various classic wet chemical “spot” tests and determination of pH (level of how acidic or basic a liquid may be).

Chemical Unknowns Analysis Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	63.16%	21.05%	15.79%	0.00%	0.00%
Usefulness of the work product in closing cases	70.27%	18.92%	10.81%	0.00%	0.00%
Impact on investigator or agency if service were lost	66.67%	16.67%	13.88%	0.00%	2.78%
Quality of personal contact with BFS Staff	61.76%	26.47%	11.77%	0.00%	0.00%



Chemical Unknowns Service	Percent	Percent
Ranking	V. High + High	Neutral, Low, or V. Low
Satisfaction with the work product	84.21%	15.79%
Usefulness of the work product in closing cases	89.19%	10.81%
Impact on investigator or agency if service were lost	83.34%	16.66%
Quality of personal contact with BFS Staff	88.23%	11.77%



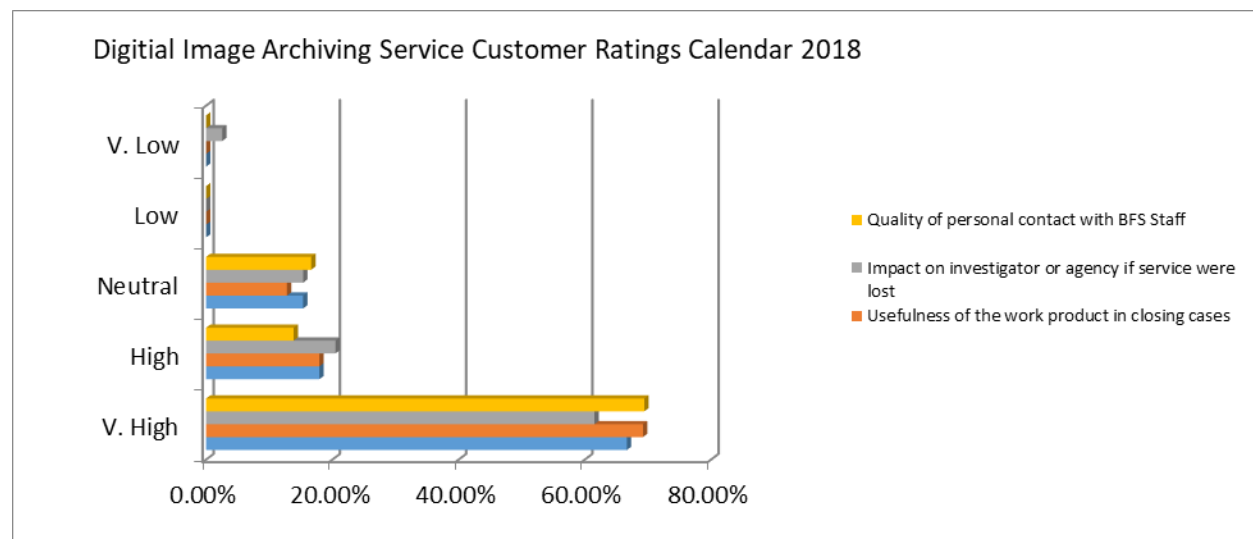
As with the Explosives Analysis Service, our customer ratings compared to the previous review period had shifted to a higher rating by our customers rating the attributes as “Very High” or “High”. The attribute assessing the impact on the investigator should the laboratory not be available to them is rated at over 83% “Very High” plus “High” and indicates the vast majority of our customers have a strong positive view of the work we provide.

## Digital Image Processing Service

As was stated earlier, this service is only performed for the investigators from the Bureau of Fire, Arson, and Explosives Investigations (BFAEI). We act as the central repository for images from scene investigations. The images are automatically uploaded in the field to a server which we then track and can access to provide the archived images. Each Detective has access to his or her file folder. Supervisors have access to their subordinate staff's folders. On occasion, Detectives will need the reverse process where archived images will be restored to them for their use in investigation or for courtroom presentations.

Items sent after May 2012 are stored on a server that is backed up each night on a remote secondary server for Disaster Recovery purposes. The service includes transfer and archival of digital images plus fulfilling requests for reproduction of archived photographs and images. This comprises 31.57% of the service requests processed by the Bureau from January 1, 2018 to December 31, 2018 (2,579 of 8,168 requests). A total of eighty-four (84) BFAEI Detectives transferred images to our centrally secure archive. With only a maximum of thirty-nine (39) of them responding to this section of the survey it would appear that less than half (46.43%) of the BFAEI Detectives are participating in completion of this portion of the survey and by extension may be a minority of the other respondents to the other portions of the survey.

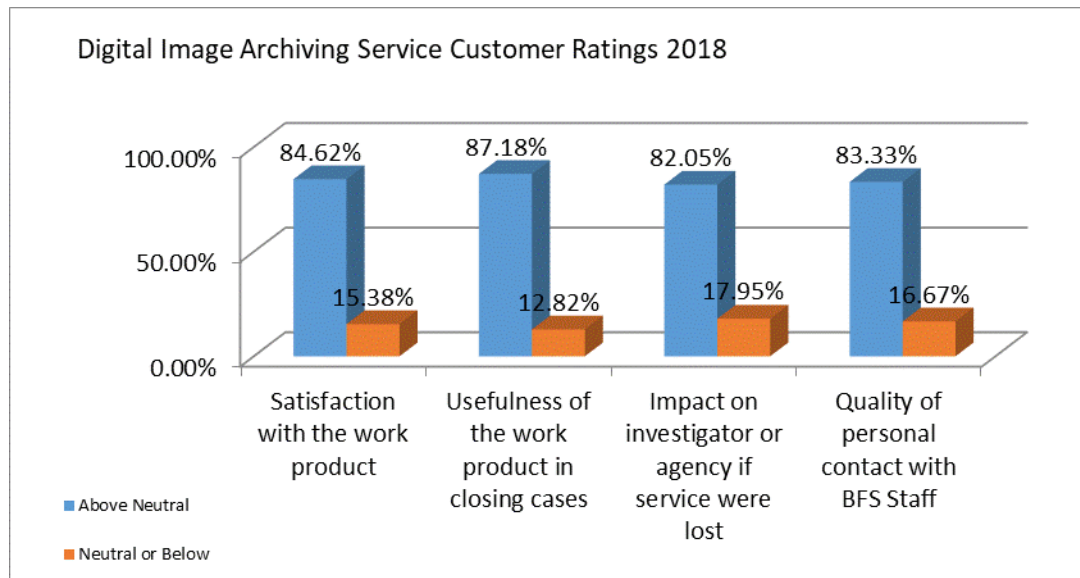
Digital Imaging Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	66.67%	17.95%	15.38%	0.00%	0.00%
Usefulness of the work product in closing their cases	69.23%	17.95%	12.82%	0.00%	0.00%
Impact on investigator or agency if service were lost	61.54%	20.51%	15.39%	0.00%	2.56%
Quality of personal contact with BFS Staff	69.44%	13.89%	16.67%	0.00%	0.00%





Because there is minimal interaction between laboratory staff and investigators once the items are archived, investigators may have a greater tendency to view the work in this service area as not affecting them, meeting their needs, or “Neutral”. This is seen in the table and chart below.

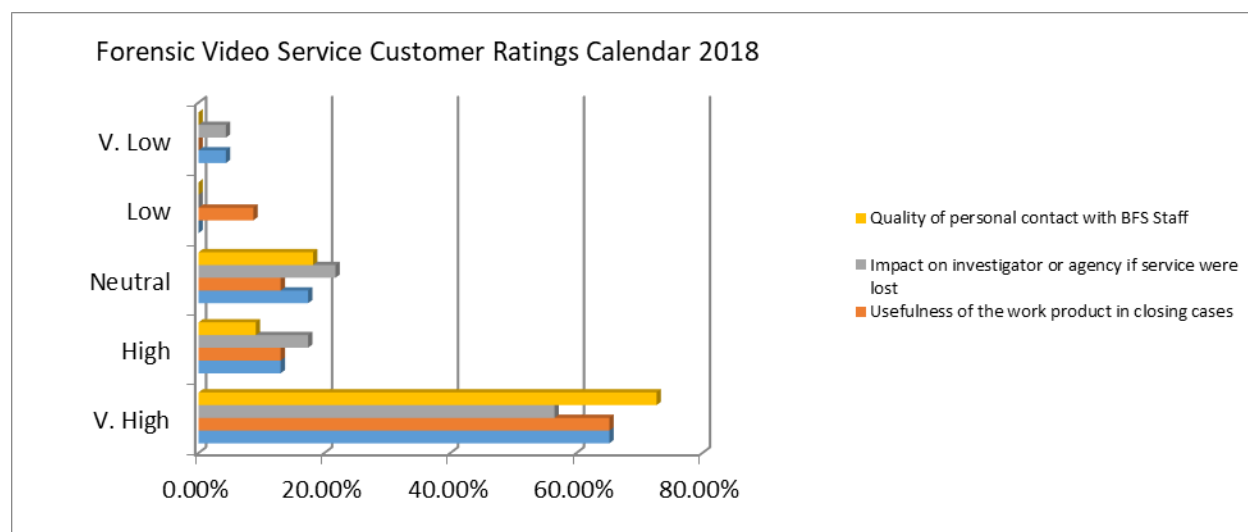
Digital Imaging Service	Percent	Percent
Ranking	V. High + High	Neutral, Low, or V. Low
Satisfaction with the work product	84.62%	15.38%
Usefulness of the work product in closing their cases	87.18%	12.82%
Impact on investigator or agency if service were lost	82.05%	17.95%
Quality of personal contact with BFS Staff	83.33%	16.67%



## Forensic Video

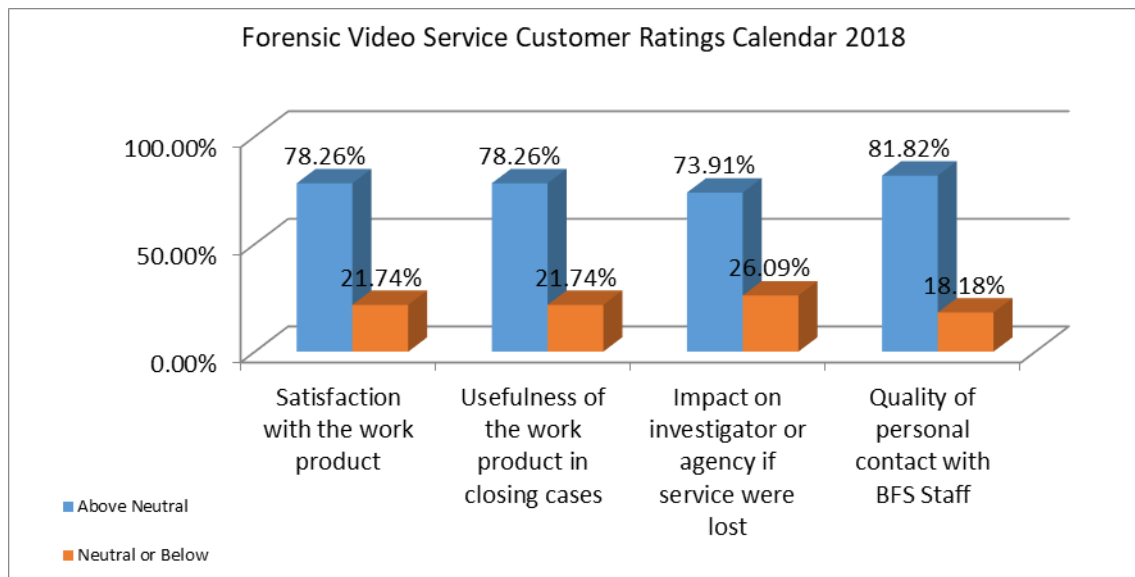
For the review period all official reports from this section were issued as reports from the BFAEI detective who performed the examinations or requests for assistance. BFS provides the facility, equipment, and an analyst to assist in this service area and to provide customers with a consistent point of contact who can often provide immediate information, submission advice, or results from cases which are complete.

Forensic Video Service	Percent	Percent	Percent	Percent	Percent
Ranking	V. High	High	Neutral	Low	V. Low
Satisfaction with the work product	65.22%	13.04%	17.39%	0.00%	4.35%
Usefulness of the work product in closing their cases	65.22%	13.04%	13.04%	8.70%	0.00%
Impact on investigator or agency if service were lost	56.52%	17.39%	21.74%	0.00%	4.35%
Quality of personal contact with BFS Staff	72.73%	9.09%	18.18%	0.00%	0.00%



The value of the service and the information it can provide to the investigator is acknowledged by the customers. However, the ability to process and manage video is severely limited by the quality of the original camera that captured the image or the resolution of the data as it was stored. A low quality and low resolution camera will not capture images with sufficient detail to have value for clarification or enhancement of images. At the same time the storage capacity of digital systems can become an issue even when a high quality camera is used. In order to increase the number of hours of video that can be recorded on a drive or tape, the owner of the security system will lower the resolution. Thus, it is common to not be able to provide the investigator with all the information requested or to completely process the video. These are the direct component causes whereby this service has higher “Neutral” rankings. However, while the value of the service itself was only ranked from 56% to just under 73% “High” plus “Very High”, the ratings for the quality of contact with the personnel in the section was at 72.73% “High” plus “Very High”.

Forensic Video Service	Percent	Percent
Ranking	V. High + High	Neutral, Low, or V. Low
Satisfaction with the work product	78.26%	21.74%
Usefulness of the work product in closing their cases	78.26%	21.74%
Impact on investigator or agency if service were lost	73.91%	26.09%
Quality of personal contact with BFS Staff	81.82%	18.18%



## **The Survey:**

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

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

There were no negative comments listed out of twenty-eight (28) responses to this question. The comments were all positive or null comments. There were sixteen (16) times that comments were offered praising Bureau staff in general or specifically for their willingness to assist customers in answering various questions and their degree of professionalism. Seven (7) staff members were listed specifically in the responses. Each had positive comments about their ability, willingness to help, or professionalism. They are:

- Amy Pearson (5 positive)
- Brock Dietz (4 Positive)
- Carl Chasteen (2 positive)
- Sharon Taylor (2 positive)
- Pam Kenon (1 positive)
- Carl Lugviel (1 positive)
- Mike Koussiafes (1 positive)

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

The majority of the twenty-four (24) responses were null. Eight (8) of the responses were positive comments:

- Every analyst I had to deal with on any of my cases were very helpful and instrumental into the successful prosecution
- He is always available to help even with his crazy case load. (Brock Dietz)
- These guys and gals do a wonderful job. Keep up the good work
- Very satisfied with the testing results, professionalism and the turnaround time is adequate.
- Very professional and timely. Good communication and "customer service"
- Very fast turnaround time for results.
- The turnaround time has been very satisfactory
- Ya'll do a fine job at the lab. Always there when we need you.

Three of the comments were negative and need to be addressed:

- Personnel that send lab results via email. It seems like they enjoy catching minor mistakes made by investigators. Investigators are often filling out labels, and submission forms in the middle of the night with no sleep and minor mistakes are bound to happen. A simple email or phone call would be effective, without sending evidence back, firing off a email to the investigator and his/her supervisor, including the SOP in the email, it comes off as a Warning! These are common mistakes made by everyone, remember who your customer is, us. We are not always happy with the fire departments and other agencies we work with, but we are nice and explain the issue as they are our customers.
  - *We do understand that Detectives are often working in difficult situations with lousy conditions, limited sleep, and in scenes where the local assistance has already collected the evidence to be submitted. I can assure you that none of our personnel enjoy playing the old game of “gotcha”! They are however very careful to identify those issues which could lead to the courts rejecting the evidence. Small mistakes in tape seals, agency and item numbers, lids not fully closed, rusted cans, or submission forms not matching the labels are all minor mistakes which, if not resolved, could lead to the evidence being excluded when it gets to court.*
  - *Florida Administrative Code 69D-5.001 states that anyone wishing to submit items to the laboratory must do so according to our “GUIDE TO THE COLLECTION, PACKAGING, SUBMISSION AND ANALYSIS OF EVIDENCE”. The “Guide” also requires that we follow its requirements. When evidence is submitted which is outside the requirements for submission, we must seek to resolve it. We follow a stepwise procedure to attempt reconciliation of problems. The first step is to make a phone call, as you suggest. Often this is all that is needed and the Detective provides the information we require. In some cases, where the Detective does not answer the phone, a voice message will be left. If there is no return response after a week, the next step is to send an email. If there is no response to the email a follow-up to the Detective and his or her supervisor is sent. Only if there is no way to correct a submission or if the communication is never returned will the evidence be returned without analysis.*
  - *Your comment that an SOP is often sent was confusing to us, as we do not send out SOP’s since our SOP’s do not pertain to anyone outside our Bureau. We are aware however that the Crime Laboratory Technician who is in charge of the BFAEI warehouse often has to resort to sending copies of BFAEI SOP’s to Detectives as reminders of policy. This person does not work for the Laboratory and is an employee of BFAEI.*
  - *Should you be the subject of any perceived mistreatment by Bureau of Forensic Services staff, I encourage you to contact me directly to voice your complaint. Our complaint procedure requires me to acknowledge it and perform a root cause analysis and to keep you informed of the resolution to the process.*
- There are more times than not that the personnel whether in person or via email are extremely curt and borderline unprofessional.

- *This should not be happening. All of our staff are encouraged to present the highest level of professionalism to our customers. Staff members should willingly take the calls from our customers and seek to aid them in whatever the issue may be. If it is an issue that the BFS Staff member cannot address, it will be referred up the line to eventually get to the Bureau Chief. If any of our customers receive curt and unprofessional emails or phone messages, please send them to me so that I can begin our complaint process and seek a mutually satisfactory resolution.*
- There is no reason not to provide the GC Mass Spectrometer or other instrumentation results (Graphs, concentrations Etc.) with the interpretation of the results currently provided
  - *The chromatograms and mass spectra that are generated in a case can consist of up to twenty or more pages per sample. The data, by itself, does not indicate our findings. There is not a printout of a chromatogram which the instrument labels as "This is Gasoline"! The analyst, who has at a minimum a Bachelor's Degree in Chemistry or Forensic Science, and who must have extensive additional training in fire debris analysis culminating with written, oral, and practical competency examinations, uses the data to form their opinion. Unless the person receiving the data has sufficient training in fire debris analysis, the data would not be of use. If we were to routinely scan and include all the data within every case file, the time necessary and workload would slow down the distribution of the reports. However, if any investigator has a case where there is a need for the data and requests it, we will be happy to provide it.*
  - *Your reference to "concentrations" is confusing as we do not measure the concentration of ignitable liquids we find. The best we can do is make a broad assessment of the relative strength of the response of the data based on knowledge of the instrument used to produce it. This is never included in a report and will only be assessed if requested by an investigator. It can never be used as an indicator of the amount of ignitable liquid used or poured at a particular fire. A pint of gasoline poured in a specific 6" x 6" spot which has a significant amount of time to soak before being ignited will return results on our GC/MS which indicates a very strong amount. If a perpetrator should take 5 gallons of gasoline and do a splash and dash around a room and ignite it immediately, the sample may be from the fringe and show a very low concentration of gasoline. This is why the relative amount of ignitable liquid seen is not reported. Factor in the fact that ignitable liquids are being found in various substrates as artifacts from their manufacture and the sensitivity of our instrumentation, there may be logical reasons for the presence of the ignitable liquid which have nothing to do with a set fire.*
  - *I would be most happy to speak with you directly to see if I have misinterpreted your request. It may be that what you are looking for is not something which would be in our data. It may be that what you are looking for is a readout or print out of something minor which can be easily provided. Please contact me directly and we will get this resolved.*

This ends the report on the responses to the survey for January 1, 2018 to December 31, 2018.

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