Operations report

September 9, 2016
HFSC at a glance:
2016 compared to 2015

Total Average TAT

- Decrease by 50%

Requests Received

- Increase by 35%

Total Average Process Time

- Decrease by 43%

**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

**Total** requests received

- 13 month rolling trend
- \(~65\%~

**Total AVERAGE** Turnaround time (days)

- 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
- Wrong addressee
- Duplicate Request
- Does not pertain
- Other error

~13% Remediation Rate

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

Requests for a given type of analysis or examination

Requests

Average total TAT

Target TAT

Turnaround time (TAT) from agency request to reporting

Administratively closed requests, a surrogate for remediation of requests

Turnaround time from assignment in lab or process time
Controlled substances

- 0.5% of requests require commenting about issues in the submitted evidence. Very rare to reject.
43 of 447 requests administratively closed. ~10% remediation rate.
Firearms

189 Days
8 cases involved
~300 pieces of evidence
~1,300 comparisons

133 Days
Part of the data challenge!
Actually a February case reported in <30 days, reset for an administrative reason. The system recalculates as 133. Changes the average from 15 days to 18 days.
Firearms
~2% of requests require some remediation (3 admin closed). Very rare to reject.
Almost all (~99%) of screening requests require remediation.
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 Backlog requests by month
Welcome to the Houston Forensic Science Center Electronic Records Warehouse.
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

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Toxicology: Additional drug testing

![Requests completed chart]

- Completed
- Admin Close
- Received

![Average total TAT chart]

- ASSIGN TAT
- REQUEST TAT

Days
Toxicology: Alcohol Backlog and rejections

~10% still legacy kits (25% rejection rate).
~8% rejection rate on new kits.
### Toxicology: Drug requests (DUID and DFSA)

#### Estimated Completion of Project

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<tr>
<th>Wk</th>
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<td>Training of the second ELISA analyst</td>
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<td>Cocaine Confirm + GC-MS Drug Screen #1</td>
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<td>Training of the third ELISA analyst</td>
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<td>10/3/2016</td>
<td>Amphetamine Confirm</td>
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<td>Opioid Confirm</td>
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<td>Benzodiazepine Confirm + LC-QTOF Drug Screen (Dr. Rearden)</td>
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<td>Cross-training of drug analysts</td>
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<td>Paperwork (authorization memos, laboratory forms, worksheets, report templates, SOPs)</td>
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An additional ~300 urine samples in DFSA kits that predate HFSC

![Toxicology Requests](image_url)
- ~15-20% of requests require some kind of remediation.
- Greater implementation of investigative lead reports
- County AFIS connection progress. VPN and printer issues.
5 new staff in DME in the next month
A/V

Requests completed

Average total TAT

- Completed
- Admin Closed
- Received

ASSIGN TAT
REQUEST 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)

8/1 - 8/31
DEFINE PHASE

8/31
DEFINE TOLLGATE

9/1 - 10/20
MEASURE PHASE

10/24 - 12/7
ANALYZE PHASE

12/9 - 12/16
WEEK 2 – GREEN BELT TRAINING

12/9 - 12/16
ANALYZE TOLLGATE

12/19 - 3/22
IMPROVE PHASE

3/24 - 6/14
CONTROL PHASE

6/14 - 6/16
GREEN BELT EXAM, PROJECT CERTIFICATION, GREEN BELT ENGINEER CERTIFICATIONS

7/11/2016 6/16/2017
8/1 9/1 10/1 11/1 12/1 1/1 2/1 3/1 4/1 5/1 6/1
8/1 - 8/5
WEEK 1 – GREEN BELT TRAINING

8/31
DEFINE TOLLGATE

10/24 - 12/7
ANALYZE PHASE

12/9 - 12/16
ANALYZE TOLLGATE

3/23
IMPROVE TOLLGATE

7/11 - 8/1
PRE-DEFINE PHASE

8/8 - 8/31
DEFINE PHASE
Run Chart SAK TAT by Date
Request Received Project

PLUG VALUE: SPEC LIMITS
LSL = 0 days
TARGET = 30 days
USL = blank days