

Georgia Bureau of Investigation

Crime Laboratory Research & Analysis Project

Final Report
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Georgia Bureau of Investigation Crime Laboratory Research & Analysis Project

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**Georgia Bureau of Investigation
Crime Laboratory Research & Analysis Project**

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The Georgia State Crime Laboratory Report of Analysis and Research of Ad Hoc Committee

**Protection to person and property is the paramount duty of government,
and shall be impartial and complete...
Constitution of the State of Georgia, Article I, Section I, Paragraph II.**

Executive Summary

Over the past three fiscal years, the State of Georgia has experienced significant budget reductions in response to the economic crisis in our country. Public safety services in general, and the services of the GBI Crime Laboratory in particular, have been negatively impacted by efforts to reduce the overall State budget. The reduction in budget has resulted in a reduction of critical services performed by the GBI Crime Lab, and our criminal justice system is paying the price.

In an effort to objectively research and identify the specific impact of budget reductions on the services provided by the Georgia Crime Lab, an Ad Hoc Committee was developed that consisted of members of the Georgia Criminal Justice System. These members represented many facets of the system, and included Police Chiefs, Sheriffs, District Attorneys, Advocates, Trainers, and representatives from the Georgia Bureau of Investigation. The Committee conducted an end-user survey and compiled the results of the survey to effectively and objectively determine the “State of the Crime Lab” and to make recommendations to address certain insufficiencies that were identified through the survey.

It is the conclusion of the Ad Hoc Committee that:

- Certain resources are necessary in order to insure justice in the State of Georgia, including the availability of high quality forensic services such as those provided by the GBI Crime Lab;
- The Georgia State Legislature should be made aware of the consequences of insufficient funding for the GBI Crime Lab and negative impacts of budget reductions to the laboratory system on the Georgia Criminal Justice System;
- Steps that can and should be taken to improve GBI Crime Lab services across the State of Georgia are:
 - Providing funding to improve the compensation available to GBI Crime Lab personnel to competitive levels;
 - Providing sufficient funding to allow GBI Crime Lab staffing to levels necessary to provide reports within 90 days of evidence submission to the laboratory.

Georgia Bureau of Investigation Crime Laboratory Research & Analysis Project

Preamble

Over the past three fiscal years, the state of Georgia, like many other states in the nation, has experienced significant budget reductions in response to the economic crisis in our country. Public safety services in general and crime laboratory services in particular, have been significantly impacted by the budget reduction efforts. As a result, members of the Criminal Justice System consisting on Police Chiefs, Sheriffs, District Attorneys, Coroners, Advocates, Trainers and the Georgia Bureau of Investigation were asked to form an Ad-Hoc Committee to research the impact of budget reductions on the services provided by GBI Crime Laboratory. The focus of the Committee was two-fold: to identify issues and potential issues from the end users of the state crime laboratory services and to research reasonable solutions to address any issues identified from the end users.

In order to determine what the end users' perceptions are and what their needs for service are from the GBI Crime Laboratory, a survey was developed and disseminated to all end user groups of the crime laboratory services. The results of the survey were very enlightening and are included in this report along with several recommendations as possible solutions to the identified issues.

It is our intention to bring awareness to the Legislature of the consequences of the continued reduction of funding for the Georgia Bureau of Investigation's Crime Laboratory and to offer recommendations for improvement of these services across the State of Georgia.

Critical Issues

One of the most basic functions of any government is the protection of its citizens. Article I, Section I, Paragraph II of the Georgia Constitution clearly states that “protection to person and property is the paramount duty of government.”

In order to ensure the safety and security of Georgia’s citizens, our criminal justice system must have adequate resources to enable law enforcement agencies to investigate crimes and empower the judicial system to provide fair trials as contemplated by the Georgia and United States Constitutions.

To this end, there is an urgent need for the State of Georgia to dedicate the level of funding necessary to provide critical forensic services at the GBI Crime Lab. Even in these tough economic times, this need must be met to avoid potentially devastating consequences to criminal investigations and prosecutions. Nothing short of the integrity of Georgia’s entire criminal justice system is at stake.

For years, law enforcement, prosecutors, defense lawyers and judges have relied upon the impartial scientists and technicians in the Division of Forensic Sciences (DOFS) of the Georgia Bureau of Investigation (GBI), commonly referred to as the GBI Crime Laboratory. These dedicated professional staff provide evidence that has led to convictions of the guilty and has cleared those who have been wrongly accused and convicted. Forensic science services in Georgia have been recognized as among the very best in the country.

With a host of demographic, economic and scientific developments, DOFS requires certain resources to adequately address the needs of the criminal justice community it serves. Strides are being made in science which radically impact the justice system of the future. In 1953, when geneticists began unraveling the mysteries of human DNA, no one conceived that 34 years later this science would be used to solve crimes or to clear the innocent. Yet today, forensic use of DNA has revolutionized the criminal justice system and has led to the push for and expectations of more science and evidence-driven litigation in the courtroom.

It is hard to know when the next revolutionary scientific development will come, but it is clear today that the criminal justice system increasingly relies on new technology and new science in rendering fair and just decisions. It is imperative that DOFS stays current with this demand. It is not sufficient simply to maintain the current capabilities of DOFS. Only by providing the necessary increase in support, resources and funding can the State of Georgia hope to maintain DOFS’s ability to deliver the same quality analysis that Georgia prosecutors, defense attorneys and courts have come to expect.

The provision of these resources has implications for equipment, and staffing, and these in turn will be affected by the expectations for adequate turn-around time for lab results. Providing these services is a function and responsibility of state government. The evidence collected during the investigation of a crime must be maintained, examined and analyzed in a way that allows it to be admitted in Superior and State courts throughout Georgia. The only efficient and effective method of delivering these necessary forensic services is to maintain a properly funded GBI Crime Lab.

The state of Georgia must uphold a commitment to its citizens: keep us safe by ensuring the resources needed.

Georgia Bureau of Investigation Forensic Services in Georgia

Background

Since 1952, law enforcement, prosecutors, defense attorneys and judges all have relied upon the services of the scientists and technicians in the Division of Forensic Services of the Georgia Bureau of Investigation (hereinafter referred to as the “GBI Crime Lab”) to insure the safety and security of Georgia’s citizens, and to provide for fair trials as required by the Georgia and United States Constitutions. These impartial and dedicated men

and women provide evidence that has led to convictions and cleared the wrongly accused. Forensic science services in Georgia have been recognized as being among the best in the country, providing these services at a cost lower than the national average. However, excellence requires sufficient funding, and providing that funding is unquestioningly a function and duty of the Georgia Legislature.

As of July 1, 2010, the GBI Crime Laboratory system consists of seven facilities located in Decatur (Headquarters), Augusta, Columbus, Cleveland, Macon, Moultrie, and Savannah.

Scientific personnel at these facilities are responsible for the vast majority of the forensic evidence analysis conducted in the state. As with other state agencies, the GBI Crime Lab has experienced budget reductions over the last few years. Through a series of operational changes and reductions in service levels, the GBI Crime Lab has managed to maintain basic levels of customer service despite these reductions. However, as further budget reductions were incorporated in FY2010 and FY2011, the GBI was required to close the GBI Crime Lab facility in Summerville. Hiring for vacant state funded positions was frozen; at the same time, the laboratory system began experiencing significant growth in the number of backlogged services, especially in the disciplines of Latent Prints, Firearms, and Toxicology.

Thus, due in large part to the reduction of State funding, the GBI Crime Lab has become heavily dependent upon temporary and ever-diminishing federal funds to maintain the level of services it provides. As of September 30, 2010, approximately 33% of the scientists at the GBI Crime Lab are supported by federal grant funding that will be exhausted no later than June 30, 2012. Additionally, \$3.06 million in federal stimulus funding for salaries and benefits of pre-existing GBI Crime Lab employees will be unavailable after June 30, 2011.

This is the third time that an Ad Hoc Committee has been formed to review problems involving funding to the GBI Crime Lab. The first Committee convened in 1998, and the second in 2003. Each time, it has been determined that the lack of State funding has caused a crisis in the ability to deliver high quality and timely services by the GBI Crime Lab.

\$3.06 million in federal stimulus funding for salaries and benefits of pre-existing Crime Lab employees will be unavailable after June 30, 2011.

Statement of the Problem

Evidence collected during the investigation of a crime must be maintained, examined, and analyzed in a way that insures its integrity so it can properly be introduced in the various courts of this State. Failure to do so will result in catastrophic consequences to the state's ability to prosecute criminal cases that require forensic evidence analysis.

Times have changed. The reliance of the prosecutor, defense lawyer, judge and jury on forensic evidence has increased drastically with the advent of television shows and media reports regarding forensic evidence.¹ Likewise, the types of testing and analysis that can be performed by the Crime Lab have increased as science has advanced. Each day, great strides are being made in science which likely will radically impact the justice system of the future. For example, in 1953 when geneticists began unraveling the mysteries of human DNA, no one conceived that 34 years later this science would be used to solve crimes. Yet forensic science today has revolutionized the criminal justice system and has led to the push for more science in the courtroom.

It is hard to know when the next revolutionary scientific development will come, but it is clear that the criminal justice system increasingly relies on new technology and new science in rendering fair and just decisions. It is imperative that the Crime Lab stays current with these forensic breakthroughs in order to meet the demands of the courts, and it is not sufficient simply to maintain the current capabilities of the Crime Lab. Justice demands that the necessary increase in support, resources, and funding be provided to the Crime Lab in order to maintain the same quality analysis that Georgia courts have come to expect.

Staffing. The fundamental reason for continued staffing issues and case backlogs at the GBI Crime Lab is the lack of funding for a compensation package that is competitive with those offered by other forensic laboratories.² Funding a competitive compensation package will require an estimated \$4 million increase in the personnel budget for the GBI Crime Lab. Improved retention of the highly trained and experienced staff that would result from this action would significantly enhance the general operational effectiveness of the laboratory due to reductions in the need to hire and training new personnel on a continuous basis.

¹ See discussion on "The CSI Effect," *infra*.

² See appendix for US Army criminal investigation job announcements on p. 73-75 and 76 -78.

Figure 1

GBI Crime Lab State Budget vs Expenditures

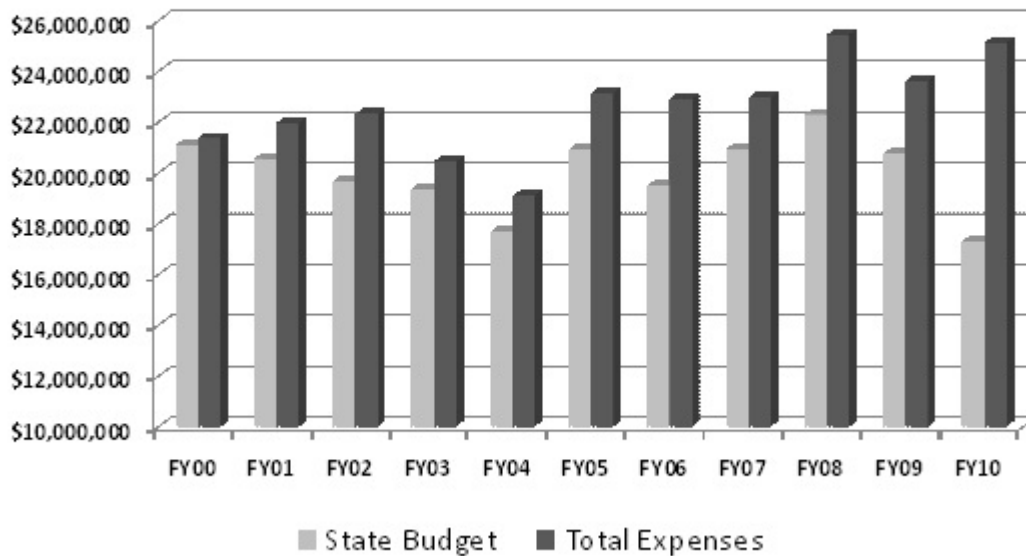


Figure 1 shows the State budget allocations to the GBI Crime Lab FY2000 to FY2010. The difference in expenditures vs. budget allocations is attributed to federal grant awards, primarily in the area of DNA testing. The increased budget seen in FY2005-FY2008 is due primarily to increased allocations for the state contributions to health insurance and other employer paid benefits, as well as modest salary increases provided to all state employees during those fiscal years.

Because of state budgetary constraints and personnel allocation policies, the Crime Lab historically has had to wait until a vacant position is actually available before beginning the hiring and training of a replacement scientist or technical support person. This approach results in a staffing gap ranging from 12 to 18 months³. Table 1 provides a summary of the number of scientists employed in the various scientific disciplines of the GBI Crime Lab and details the number of scientists who currently are funded by the federal grants discussed above. These federal grants are time limited and all of the federal funding will be expended by the end of FY2012.

³ The process includes job announcements, interviews, and background investigations, as well as up to 14 months of required training

Approximately 21 positions will be transitioned from grants to state funded positions in FY2011 using funding from state positions vacated due to retirement or resignation. In order to maintain scientific staffing at a basic minimum level, state funding resources must be allocated to the Crime Lab by FY2013 so that all positions funded by the federal grants can be transitioned onto state funded positions no later than July 1, 2012. This is especially critical in light of the time consuming and labor intensive training undertaken by the laboratory system to prepare these individuals to process evidence in criminal cases.

Over the last ten years the GBI Crime Lab has experienced a nearly continuous drain on the number of personnel available to analyze casework as scientists with 5-7 years of experience seek alternative employment for higher compensation. This compensation issue has been raised multiple times in the past and funding was thought to have been provided to improve compensation during the 2008 legislative session. Unfortunately the funding was rescinded before the salary improvements could be implemented due to the downturn in the state economy. Although the exact figure

needed to address this is currently indeterminate, examination of available data and staffing can provide a reasonable estimate of \$4 million that must be added to the GBI Crime Lab personnel budget in order to address this compensation issue on a long term basis.

End-User Survey. As mentioned previously, the Ad Hoc Committee developed and disseminated a survey to gauge how the end users of the Crime Lab services perceive the ability of the Crime Lab to perform testing and analysis while experiencing the reduction in funding. “End users” were determined to be Police Chiefs, Sheriffs, Prosecutors and Coroners in the State of Georgia.

A total of 349 respondents began the survey, with 311, or 89.1%, completing the survey. Law enforcement officials represented 66.1% of respondents, while 24.9% were prosecutorial representatives and 9% were with coroners’ offices. In terms of populations represented by respondents, populations ranged from 5,000 to more than 100,000, thus capturing a good cross-section of the cities and counties in the state. The results of the survey are contained in the Table attached in the appendix to this report.

Technical reviews shall be conducted by individuals having expertise gained through training and casework experience in the category of testing being reviewed. In addition, the reviewer shall have sufficient knowledge of the discipline to verify compliance with the laboratory’s technical procedures and that the conclusions reached are supported by the technical records.

American Society of Crime Laboratory Directors/Laboratory Accreditation Board, Standard 5.9.4.1

Significant findings of the survey are:

- Ninety-one percent (91%) of respondents identified the Crime Lab as highly important to the operation of their agency.
- On average, depending on the type of services needed, respondents consider 90 days as the acceptable time in which a report should be given by the Crime Lab to the submitting agency.
- Eighty-one percent (81%) of respondents said it would be a benefit to have a Major Case Manager assigned by GBI to assist personnel working the case and to answer questions during the analytical process.
- Users indicated a strong satisfaction with the quality of services received, but noted a strong dissatisfaction with the length of time it takes to receive results.
- The practice of terminating testing after the first felony item is confirmed often causes the user to have to re-submit evidence; users believe they are in the best position to know what evidence is relevant to their case.
- Delays in testing impacts victims, particularly in cases involving homicide.

It's imperative that we not only have accurate but timely analysis of all drug and trace evidence. When delays occur, not only is justice not served but added costs are incurred with backlogs in our local jails.

Comment from End-User Surveys

The clear conclusion that can be drawn from the surveys is that without a higher level of funding, the criminal justice system will continue to be impacted negatively. Representatives of the system - law enforcement, prosecutors, the judiciary, defense lawyers - as well as victims suffer when services are not timely.

The “CSI Effect.” Television programs and documentaries in recent years have publicized and glamorized the field of forensic science. These portrayals on crime drama shows and media reporting on high profile cases (e.g., Scott Peterson, O.J. Simpson) often are inaccurate in their depiction of the work performed in a real crime laboratory. This has resulted in jurors developing elevated expectations based upon these programs. In a recent study completed by Peterson et al., from California State University in Los Angeles [www.ncjrs.gov/App/Publications/abstract.aspx?ID=254056], they evaluated the phenomena commonly known as the “CSI Effect.” These elevated expectations may also impact convictions as jurors reach decisions. It is neither realistic nor reasonable to expect that the Crime Lab will be able to analyze every item of evidence collected at a crime scene, and complete the analysis within the time frames depicted by the media, particularly given the budgetary constraints under which the Crime Lab is operating.

Georgia Bureau of Investigation Crime Laboratory Research & Analysis Project

Defining the problem

GBI Crime Lab operations are excessively reliant upon temporary federal funding. As of September 1, 2010, approximately 33% of the scientists at the GBI Crime Lab are supported by federal grant funding that will be exhausted no later than June 30, 2012. Additionally, there is \$3.06 million in federal stimulus funding for salaries and benefits of pre-existing GBI Crime Lab employees that will be unavailable after June 30, 2011. Failure to provide at least \$5.77 million in state funding to replace the stimulus and grant funds **will result in catastrophic consequences** to the state's ability to prosecute criminal cases that require forensic evidence analysis.

The fundamental reason for continued staffing issues and case backlogs at the GBI Crime Lab is the lack of funding for a compensation package competitive with that offered by other forensic laboratories. Funding a competitive compensation package will require approximately a \$4 million increase in the personnel budget for the GBI Crime Lab.

Background

As of July 1, 2010, the GBI Crime Laboratory system consists of seven facilities located in Decatur (Headquarters), Augusta, Columbus, Cleveland, Macon, Moultrie, and Savannah. Scientific personnel at these facilities are responsible for the vast majority of the forensic evidence analysis conducted in the state. Just as with many other state agencies the GBI Crime Lab has experienced budget reductions over the last few years. Through a series of operational changes and reductions in service levels, the GBI Crime Lab has managed to maintain basic levels of customer service despite these reductions. The economic downturn that affected the entire nation has also significantly impacted the laboratory system. As further budget reductions were incorporated in FY2010 and FY2011, the GBI Crime Lab facility in Summerville was closed.

Hiring for vacant state funded positions was frozen and the laboratory system began experiencing significant growth in the number of backlogged services, especially in the disciplines of Latent Prints, Firearms, and Toxicology. Figure 1 shows the budget allocations to the GBI Crime Lab FY2000 to FY2010. The increased budget observed in FY2005-FY2008 is primarily due to increased allocations for the state contributions to health insurance and other employer paid benefits, as well as modest salary increases provided to all state employees during those fiscal years. The difference in expenditures vs budget allocations has been funding from federal grant awards that the laboratory receives, primarily in the area of DNA testing.

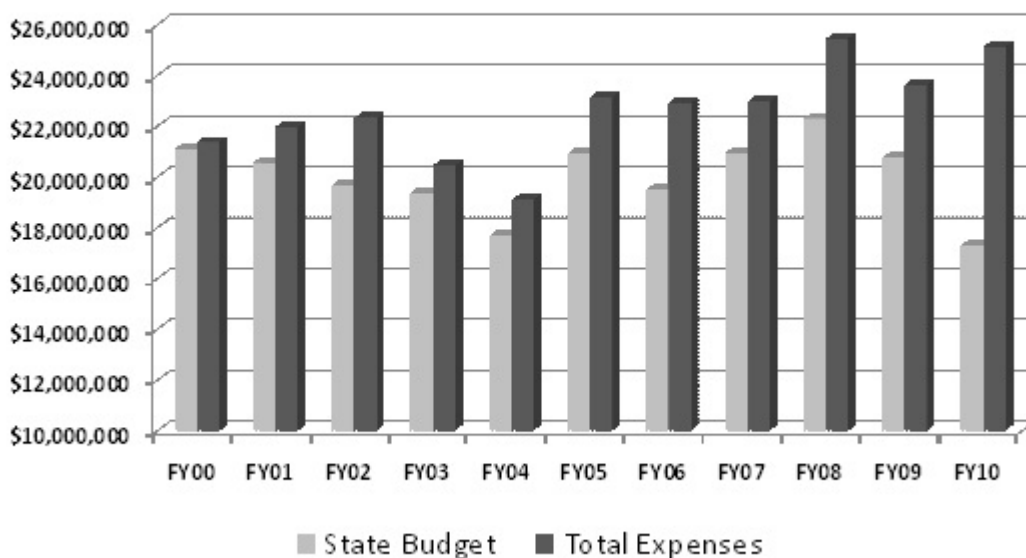
In late 2009 the GBI Crime Lab was fortunate to receive funding from the FY2009 Edward Byrne Formula Grant program (grant from CJCC) to hire scientists in Toxicology and the

FY2009 Edward Byrne Competitive Grant Program (grant from the USDOJ, Office of Justice Programs) to hire scientists and technicians in Latent Prints, Firearms, Chemistry, Trace Evidence, and Questioned Documents. The purpose of these federal grants is to provide assistance to state crime laboratory systems in building analytical capacity so that forensic backlogs can be reduced and report timeliness can be improved.

The staffing hired at the GBI Crime Lab using the Byrne grants, both formula and competitive, was primarily for succession planning purposes after careful evaluation of the anticipated number of retirements and resignations that would be experienced during the life of the award. The laboratory also receives funding from the DNA Backlog Reduction Program managed by the National Institute of Justice. The DNA Backlog funding has been used to procure essential instrumentation and hire a number of scientists in the Forensic Biology discipline.

Figure 1

GBI Crime Lab State Budget vs Expenditures



Historically because of state budgetary constraints and personnel allocation policies, the GBI Crime Lab has had to wait until a vacant position is actually available before beginning the hiring and training of a replacement scientist or technical support person. This approach introduces a staffing gap into the system ranging from 12 to 18 months. Just hiring new scientific personnel requires 3-5 months to complete the job announcement, interviews, and background investigations necessary to ensure the integrity and quality of the personnel conducting forensic testing at the GBI Crime Lab. Once hired the training

process takes up to 14 additional months. Table 1 provides a summary of the number of scientists employed in the various scientific disciplines of the GBI Crime Lab and details the number of scientists who are currently funded by the federal grants discussed above. These federal grants are time limited and all of this federal funding will be expended by the end of FY2012.

Approximately 21 positions will be transitioned from grants to state funded positions in FY2011 using funding from state positions vacated due to retirement or resignation. In order to maintain scientific staffing at a basic minimum level, state funding resources must be allocated to the GBI Crime Laboratory by FY2013 so that all positions funded by the federal grants can be transitioned onto state funded positions no later than July 1, 2012. This is especially critical in light of the time consuming and labor intensive training undertaken by the laboratory system to prepare these individuals to process evidence in criminal cases.

Table 1. GBI Crime Lab Filled Scientist Positions as of 9/1/2010

Discipline	State Funded Scientists	Grant Funded Scientists	Total Scientists
Pathology (Medical Examiners)	14	0	14
Chemistry (Drug ID & Fire Debris)	24	2	26
Forensic Biology (DNA & Serology)	26	13	39
Toxicology (including Blood Alcohol)	24	10	34
Firearms	9	4	13
Latent Prints	5	2	7
Questioned Documents & Impressions	2	1	3
Trace Evidence (Including Gunshot Residue)	7	4	11
TOTAL	111	36	147

Table 1 delineates the number of current filled scientist positions funded either by state funding or federal grants.⁴ These position counts include technical leaders⁵ but do not include assistant managers or managers. Approximately 40 of the scientists listed in Table 1 are still in training status⁶ and are contributing to casework at minimal levels if at all. All training of current staffing is expected to be completed by March 1, 2011. The laboratory also has 5 laboratory technicians funded through federal grants, bringing the total number of grant funded positions to forty-one (41) as of 9/1/2010. In previous presentations or statements, the laboratory had indicated 50 positions on federal funding, but since June 1, 2010 there have been some transfers onto state positions and resignations.

The GBI Crime Lab has developed well defined policies to ensure that the forensic science resources available to the Georgia criminal justice system are utilized to the maximum effectiveness and efficiency. As an example, in a national study coordinated by West Virginia University that compares the business models of participating forensic laboratories across North America, the GBI Crime Lab completes DNA analysis at an average cost of \$1,090 per case as compared to the national average of \$1,941 per case. This trend of lower than national average cost per case was true for all of the forensic services provided by the GBI Crime Lab.

Many television programs and documentaries in recent years have glamorized or publicized forensic science. These portrayals in the media are often very inaccurate in their depiction of the work performed in a real crime laboratory such as the GBI Crime Laboratory. Unfortunately jurors may develop elevated expectations based upon these programs. In a recent study completed by Peterson (2010), he evaluated the phenomena commonly known as the CSI effect. It is neither realistic nor reasonable to expect that the GBI Crime Lab will be able to analyze every item of evidence collected at a crime scene and complete the analysis within time frames as depicted in the media, especially given budgetary constraints the state is facing.

In order to fully understand the options considered by the committee for the GBI Crime Lab it is first important to establish a set of working guidelines on how report turnaround time is measured and how the laboratory currently processes evidence and service requests.

⁴ The federal grant funding will be exhausted by January 1, 2012 for thirteen (13) of the scientists listed in Table 1. The federal grant funding for the remaining 23 scientists will be exhausted by April 1, 2012.

⁵ A technical leader is a senior scientist who has primary responsibility for training of new scientists within their discipline, development and approval of new analytical methods, providing technical support to their discipline, and casework analysis.

⁶ The duration of training provided to a new scientist at the GBI Crime Lab is dependent on the scientist's discipline. A Forensic Biologist or Drug Chemist can complete training in approximately 12 months, but a Firearms Examiner, Latent Print Examiner, or Trace Evidence Examiner all require at least 16 months on the job training before they can begin independent analysis of casework evidence. There are relatively few trained forensic scientists in the United States (less than 12,000) and the State of Georgia compensation package that the GBI Crime Lab can offer is not usually competitive and compelling enough to entice a trained scientist from another laboratory to relocate.

The committee formed by the GACP spent a considerable amount of time at one meeting discussing customer needs and how report turnaround time is calculated. Historically the GBI lab has calculated report turnaround as the number of days between the entry of the request for analysis on the Laboratory Information Management System (LIMS) and the release of the report to the customer. For certain services in the laboratory, the entry of the service request onto the LIMS is not done until a preliminary evidence analysis has been completed to ensure that the subsequent analysis is merited. This results in accurate turnaround times for each report, but does not provide a full picture of the overall time needed to complete all reports on the evidence. This calculation method was determined by the committee to not fully address customer needs because it did not allow investigating agencies to close cases in the time frames they deemed necessary. Therefore a different approach to calculating report turnaround time was proposed and accepted. In the revised method, the turnaround time was defined as the number of days between submission of the evidence and completion of all laboratory reports on that evidence. Based on the results of the customer survey, the committee determined that staffing levels necessary to achieve report turnaround times of 60, 90, or 120 days would be evaluated. Table 2 documents the established baseline for report turnaround time in the various forensic disciplines of the laboratory with currently available staffing.

Table 2.
Baseline Data for GBI Crime Lab Reports Completed 3/1/2010 – 8/31/2010

Report Classification	Average Days to Report	% in 60 Days	% in 90 Days	% in 120 Days
Autopsy	79	29	64	88
Chemistry (Drug ID & Fire Debris)	53	85	94	95
Forensic Biology (DNA)	181	27	45	62
DUI Toxicology (inc. Blood Alcohol)	76	55	69	81
Firearms	246	43	48	51
Gunshot Residue	268	60	60	61
Latent Prints	49	88	90	90
Postmortem Toxicology (inc. Blood Alcohol)	45	82	94	98
Questioned Documents	136	62	67	71
Forensic Biology - Serology	70	75	91	94
Trace Evidence	136	61	67	72

Calculating turnaround time as the number of days elapsed between evidence submission and the release of the last report on that piece of evidence is a significant change and has substantial impacts on the staffing levels that must be implemented in the GBI laboratory to achieve the various report turnaround options considered by the committee. The analysis of forensic evidence follows defined paths that have been developed to maximize the probability of obtaining relevant information and maintain the integrity of the evidence. In many situations, the decision to conduct one analysis is dependent upon the results of a prior analysis. As an example, in a sexual assault case, the samples must first be analyzed for the presence of male DNA or sperm before beginning the DNA typing procedures. This is necessary because it would be inefficient and costly to routinely conduct DNA testing without first knowing if there was biological material present that had the potential of producing an informative result.

This may be better understood and appreciated if the following two case scenarios are examined.

Scenario #1: Homicide Investigation. Required report turnaround time: 90 days.

The following items of evidence are submitted on October 1, 2010.

1. Pistol with cartridge case collected at the scene. On this item the laboratory is requested to perform
 - a. Latent Print analysis
 - b. Firearm analysis
2. Clothing from the suspect. On this item the laboratory is requested to perform
 - a. Trace Evidence analysis
 - b. Blood analysis
 - c. DNA analysis

The requested firearms and latent print analyses on the firearm and cartridge case cannot be completed simultaneously but must be done sequentially in order to preserve the integrity of the evidence and obtain reliable, valid results. Likewise, the services on the suspect's clothing must be completed in a sequential fashion. The actual turnaround times necessary for the trace evidence and blood analyses are necessarily much less than 90 days, in order to allow sufficient time to complete the DNA analysis on the clothing within the desired 90 days. The trace evidence would need to be completed within 30 days of the evidence submission (i.e. by October 30) and the blood analysis would need to be completed within another 30 days (i.e. by November 30) so that 30 days would be available to complete the DNA analysis, permitting release of all three of these reports to the investigating agency on or before December 30, 2010.

Scenario #2: Death Investigation. Required report turnaround time: 60 days. An individual is found dead in their home from unknown causes and an autopsy is performed on October 1, 2010. Blood collected from the decedent during the autopsy is submitted to the laboratory for analysis.

1. The laboratory is requested to perform
 - a. Blood alcohol analysis
 - b. Postmortem toxicology analysis

The results from the blood alcohol and toxicology analyses can be conducted simultaneously, but must be completed in no more than 30 days (by October 30, 2010) to allow the medical examiner at least 30 days to review those results, request additional testing or information, and still release the autopsy report needed for the death certificate in less than 60 days, i.e. the autopsy report must be released no later than November 30, 2010.

A general rule of thumb that can be utilized is that the laboratory must have sufficient staffing in every discipline to complete the requested service in the Desired Turnaround Days divided by the Number of Services Requested. If four different services are requested with a desired turnaround time of 60 days, then the time allotted to each analysis would be 60 divided by 4 or 15 days per service.

Based upon the analytical requirements and established procedures within the laboratory, GBI management carefully evaluated the number of personnel that would be necessary to achieve the three report turnaround times under consideration by the committee. The results of this evaluation are shown in Table 3.

Table 3. Summary of Additional Staffing Necessary to Complete Reports⁷

Report Completion In:	Additional State Funded Positions Required ⁴	Annual Cost (Salary + Fringes)
60 Days	41+144 =185	\$11,814,611
90 Days	41+92 =133	\$8,465,188
120 Days	41+48 = 99	\$6,256,224
Current Operations Model	41	\$2,718,233

⁷The additional staffing indicated in Table 3 and Tables 4, 5, and 6 includes the 41 positions currently funded through federal grant awards.

The additional staffing summarized in Table 3 and provided in detail in Tables 4-6 will require training of up to 16 months prior to the new staff becoming effective in casework responsibilities. It is important to note that these staffing levels do not address elimination of existing backlogs, but are based solely upon the staffing necessary to achieve the report completion timeframes under evaluation by the committee based upon the number of forensic analyses that were requested in FY2010 and are projected to be received in FY2011-FY2013.

If the 120 day option is selected and funded, the existing laboratory facilities are adequate to accommodate the new personnel. If either the 60 or 90 day options are selected and funded, the Summerville laboratory will need to be reopened and a new facility approximately the same size as the Headquarters laboratory would be needed, potentially in the Savannah area. There would also need to be additional investment in instrumentation infrastructure to ensure evidence processing bottlenecks do not develop due to unavailability of equipment or instrumentation. A more detailed study of these needs will be completed by the GBI upon adoption and funding of a staffing option. Hiring and training the number of new personnel associated with the 60 or 90 day options while maintaining casework productivity would present challenges to the laboratory system, requiring substantial investments in facility space, time, and trainer resources. The need for additional facility space was realized upon completion of the full staffing gap assessment that is needed to meet the goals of 60 day, 90 day or 120 day report turnaround.

There is a new operational concept of a case manager included in all three of the staffing plans under consideration. This is a concept that has been developed and implemented in other laboratories (RCMP, Orange County, CA) with great success in improving customer service, report timeliness and effective use of resources. The purpose of the case manager in the laboratory is to meet with the investigating agency, prosecuting attorney in major cases such as homicides or violent sexual assaults to discuss the available evidence, determine the best possible plan of analysis within the laboratory and then provide regular communication between the laboratory, investigating agency, and prosecutor. This concept was overwhelmingly supported (>85%) in the customer survey conducted by the committee. The case manager would not have responsibilities within any given discipline within the laboratory, but would have a broad understanding of laboratory procedures and policies, as well as excellent communication skills to help bridge the gap between perceived forensic analysis needs or methods and actual capabilities of the GBI Crime Lab.

Over the last ten years the GBI Crime Lab has experienced a nearly continuous drain on the number of personnel available to analyze casework as scientists with 5-7 years of experience seek alternative employment for higher compensation. This compensation issue has been raised multiple times in the past and funding was thought to have been provided to improve compensation during the 2008 legislative session. Unfortunately the funding was rescinded before the salary improvements could be implemented due to the downturn in the state economy. Although the exact figure needed to address this is currently indeterminate, examination of available data and staffing can provide a reasonable estimate of \$4 million

that needs to be added to the GBI Crime Lab personnel budget in order to address this compensation issue on a long term basis.

Table 4. Staffing Necessary to Complete Reports Within 60 Days of Evidence Submission

Discipline	Total Scientists Required	Total Technicians Required	Current State Funded Scientists	Current State Funded Technicians	Total New Funding Needed
Chemistry (Drug ID & Fire Debris)	34	0	24	0	\$662,984
Firearms	16	0	8	0	\$530,387
Forensic Biology (DNA & Serology)	55	0	26	0	\$1,922,653
Latent Prints	10	0	5	0	\$331,492
Medical Examiners	60	0	14	0	\$420,675
ME Investigator/Pathology Assistant/Transcriptionist	18	24	13	14	\$743,753
Questioned Documents & Impressions	6	0	2	0	\$265,194
Toxicology (DUI, Blood Alcohol, Postmortem)	75	0	24	0	\$3,381,217
Trace Evidence	17	0	7	0	\$662,984
Headquarters Technicians (Combined from all disciplines)	0	54	0	29	\$1,030,654
Regional Lab Technicians	0	30	0	24	\$247,357
LIMS staff	4		2		\$182,632
Asst Managers/Tech Leaders	22		15		\$730,348
Case Management	11	0	0	0	\$729,282
Laboratory Management	15		15		\$0
Subtotal	299	108	155	67	\$11,814,611
Total Personnel (Scientists + Technicians)	407		222		
Total New Personnel & Annual Cost	185				\$11,814,611

Table 5. Staffing Necessary to Complete Reports Within 90 Days of Evidence Submission

Discipline	Total Scientists Required	Total Technicians Required	Current State Funded Scientists	Current State Funded Technicians	Total New Funding Needed
Chemistry (Drug ID & Fire Debris)	30	0	24	0	\$397,790
Firearms	13	0	8	0	\$331,492
Forensic Biology (DNA & Serology)	45	0	26	0	\$1,259,669
Latent Prints	8	0	5	0	\$198,895
Medical Examiners	16	0	14	0	\$420,675
ME Investigator/Pathology Assistant/Transcriptionist	18	24	13	14	\$743,753
Questioned Documents & Impressions	5	0	2	0	\$198,895
Toxicology (DUI, Blood Alcohol, Postmortem)	60	0	24	0	\$2,386,742
Trace Evidence	14	0	7	0	\$464,089
Headquarters Technicians (Combined from all disciplines)	0	50	0	29	\$865,749
Regional Lab Technicians	0	25	0	24	\$41,226
LIMS staff	3		2		\$91,316
Asst Managers/Tech Leaders	19		15		\$401,913
Case Management	10	0	0	0	\$662,984
Laboratory Management	15		15		\$0
Subtotal	256	99	155	67	\$8,465,188
Total Personnel (Scientists + Technicians)	355		222		
Total New Personnel & Annual Cost	133				\$8,465,188

Table 6. Staffing Necessary to Complete Reports Within 120 Days of Evidence Submission

Discipline	Total Scientists Required	Total Technicians Required	Current State Funded Scientists	Current State Funded Technicians	Total New Funding Needed
Chemistry (Drug ID & Fire Debris)	28	0	24	0	\$265,194
Firearms	11	0	8	0	\$198,895
Forensic Biology (DNA & Serology)	39	0	26	0	\$861,879
Latent Prints	7	0	5	0	\$132,597
Medical Examiners	15	0	14	0	\$210,338
ME Investigator/Pathology Assistant/Transcriptionist	18	24	13	14	\$743,753
Questioned Documents & Impressions	4	0	2	0	\$132,597
Toxicology (DUI, Blood Alcohol, Postmortem)	60	0	24	0	\$2,386,742
Trace Evidence	12	0	7	0	\$331,492
Headquarters Technicians (Combined from all disciplines)	0	37	0	29	\$329,809
Regional Lab Technicians	0	25	0	24	\$41,226
LIMS staff	3		2		\$91,316
Asst Managers/Tech Leaders	15		15		\$0
Case Management	8	0	0	0	\$530,387
Laboratory Management	15		15		\$0
Subtotal	235	86	155	67	\$6,256,224
Total Personnel (Scientists + Technicians)	321		222		
Total New Personnel & Annual Cost	99				\$6,256,224

Recommendations

The two previous public committees that examined the needs of the GBI Crime Lab (in 1998 and in 2003) have made financial recommendations that were followed with funding allocations mostly for buildings and equipment. However, the real asset of any crime lab is its personnel and the crime lab is only as good as its personnel. This has two immediate and long-term implications: 1) the number of personnel employed; 2) the quality of the scientists and technicians. Due to competition in this demanding market, technicians and scientists are not providing a return on the state's investment in their training if they leave or retire earlier than expected for better compensation packages at other forensic laboratories. This has a detrimental impact on the ability to provide lab results in a timely fashion and creates a spiraling cycle of increasing backlogs and staff turnover.

To implement a long term solution to the problems faced by the GBI Crime Laboratory over the last decade, two critical areas must be addressed. First, the compensation package available to laboratory employees must be competitive with that offered by other forensic laboratories. This would require a budget increase of approximately \$4 million annually to implement for existing employees. Second, the staffing must be increased to a level that brings the workload per person to a level that meets the needs of GBI Crime Lab customers.

The committee examined three options designated as the ideal, practical-realistic and undesirable models. The GBI should be able to have a work report turnaround time of 60 days (budgeted at ~\$11.8 mil.) but given the state economic predicaments, the Committee is recommending to fund the 90-day option (budgeted at ~\$8.5 mil.). The Committee considers an expected 120-day report turnaround as unacceptable for the Georgia criminal justice system.

In summary, an additional \$12.5 million per year of additional funding to the GBI Crime Lab would bring about a lasting and beneficial improvement to the criminal justice system in Georgia. Even in these difficult economic times, this is an extremely small price to pay for an essential state function that has such widespread benefits for the entire state.

Appendix:
Georgia Bureau of Investigation
Crime Laboratory Research & Analysis Project

GBI Crime Lab End User Survey
August, 2010

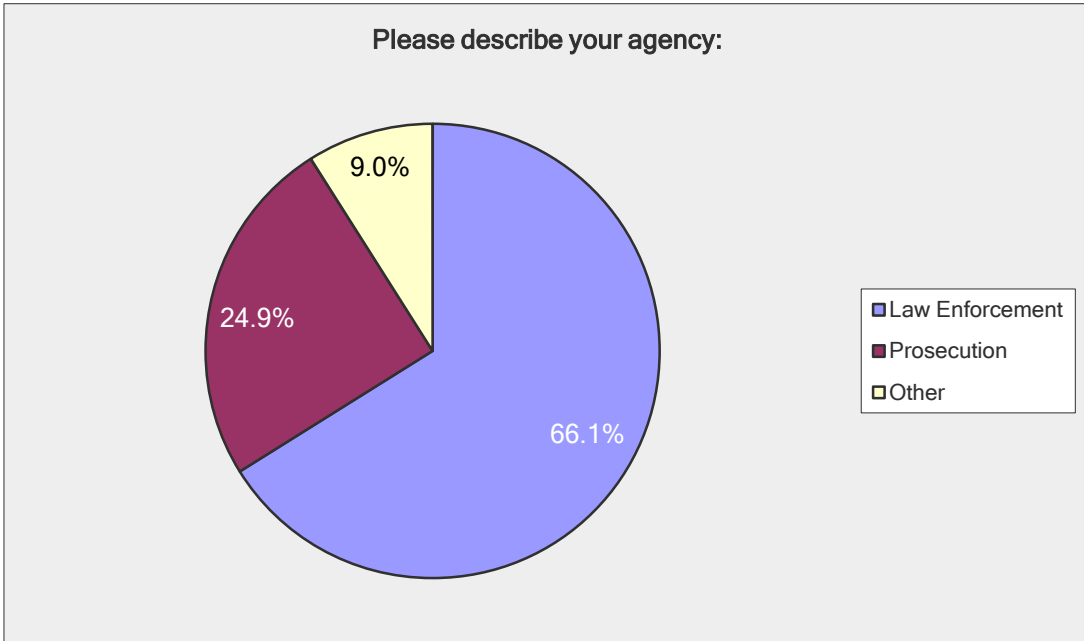
GBI Crime Lab End User Survey

Abstract

The GBI Crime Lab End User Survey was distributed to Law Enforcement Chief Executives, Prosecutors and Coroners in the State of Georgia from August 09 - 19, 2010. During this survey period, three hundred forty-nine (349) respondents began the survey with a total of three hundred eleven (311) or 89.1% completing the survey.

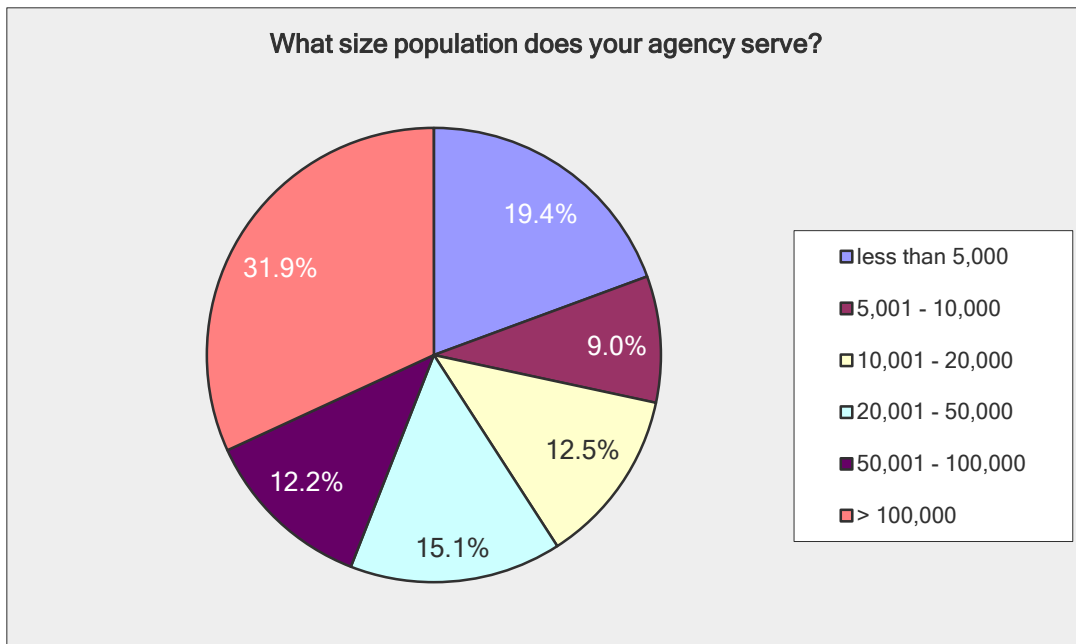
GBI Crime Lab End User Survey

Please describe your agency:		
Answer Options	Response Percent	Response Count
Law Enforcement	66.1%	228
Prosecution	24.9%	86
Other	9.0%	31
<i>answered question</i>		345
<i>skipped question</i>		4



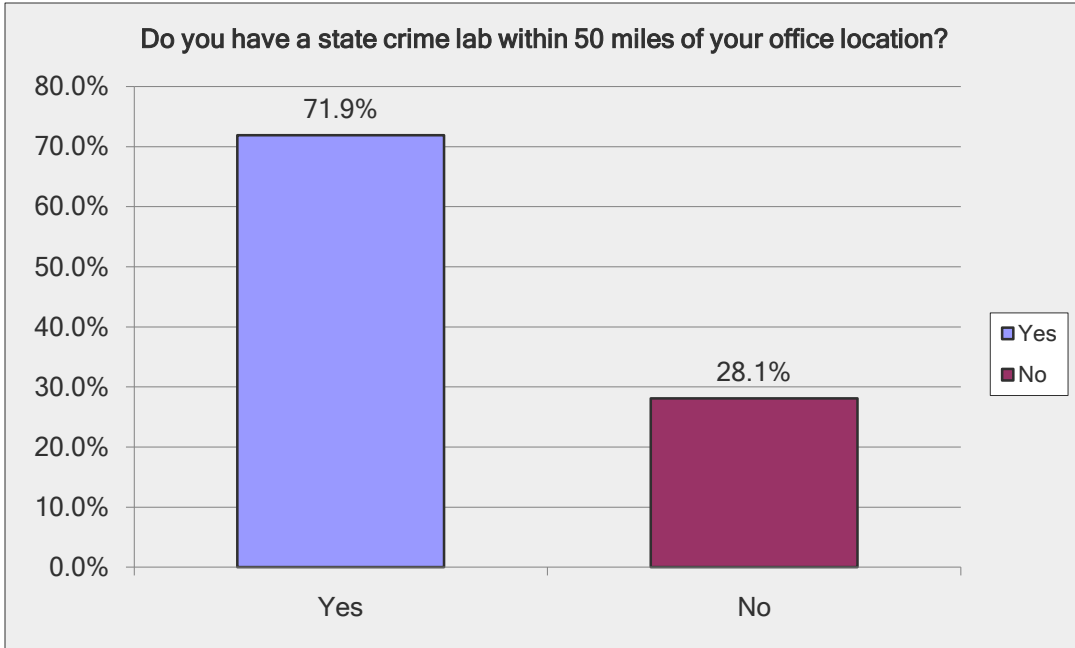
GBI Crime Lab End User Survey

What size population does your agency serve?		
Answer Options	Response Percent	Response Count
less than 5,000	19.4%	67
5,001 - 10,000	9.0%	31
10,001 - 20,000	12.5%	43
20,001 - 50,000	15.1%	52
50,001 - 100,000	12.2%	42
> 100,000	31.9%	110
<i>answered question</i>		345
<i>skipped question</i>		4



GBI Crime Lab End User Survey

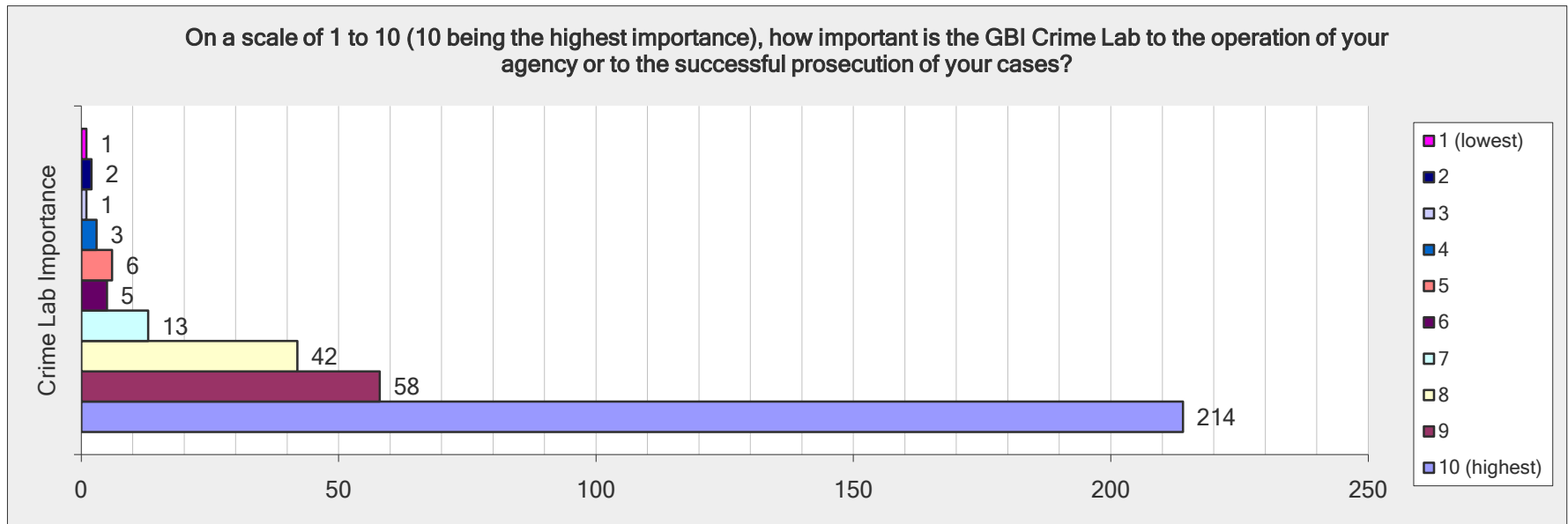
Do you have a state crime lab within 50 miles of your office location?		
Answer Options	Response Percent	Response Count
Yes	71.9%	248
No	28.1%	97
<i>answered question</i>		345
<i>skipped question</i>		4



GBI Crime Lab End User Survey

On a scale of 1 to 10 (10 being the highest importance), how important is the GBI Crime Lab to the operation of your agency or to the successful prosecution of your cases?

Answer Options	1 (lowest)	2	3	4	5	6	7	8	9	10 (highest)	Response Count
Crime Lab Importance	1	2	1	3	6	5	13	42	58	214	345
<i>answered question</i>											345
<i>skipped question</i>											4

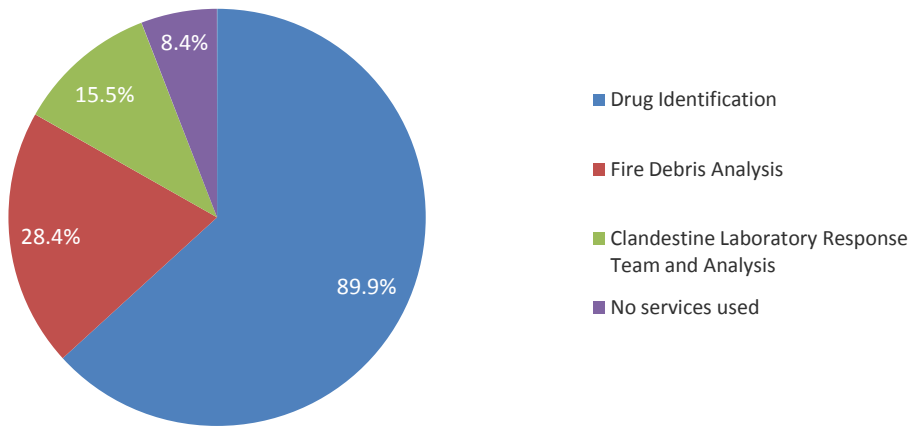


GBI Crime Lab End User Survey

In the last 24 months, which of the following GBI Chemistry Department services have you used? (Check all that apply)

Answer Options	Response Percent	Response Count
Drug Identification	89.9%	301
Fire Debris Analysis	28.4%	95
Clandestine Laboratory Response Team and Analysis	15.5%	52
No services used	8.4%	28
<i>answered question</i>		335
<i>skipped question</i>		14

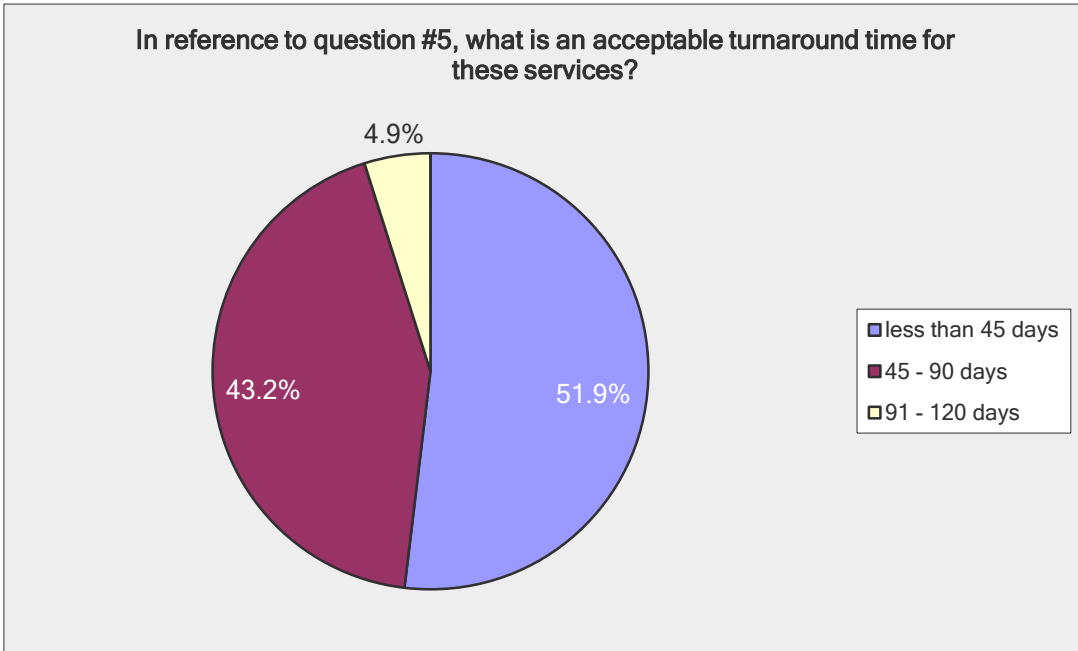
In the last 24 months, which of the following GBI Chemistry Department services have you used? (Check all that apply)



GBI Crime Lab End User Survey

In reference to question #5, what is an acceptable turnaround time for these services?

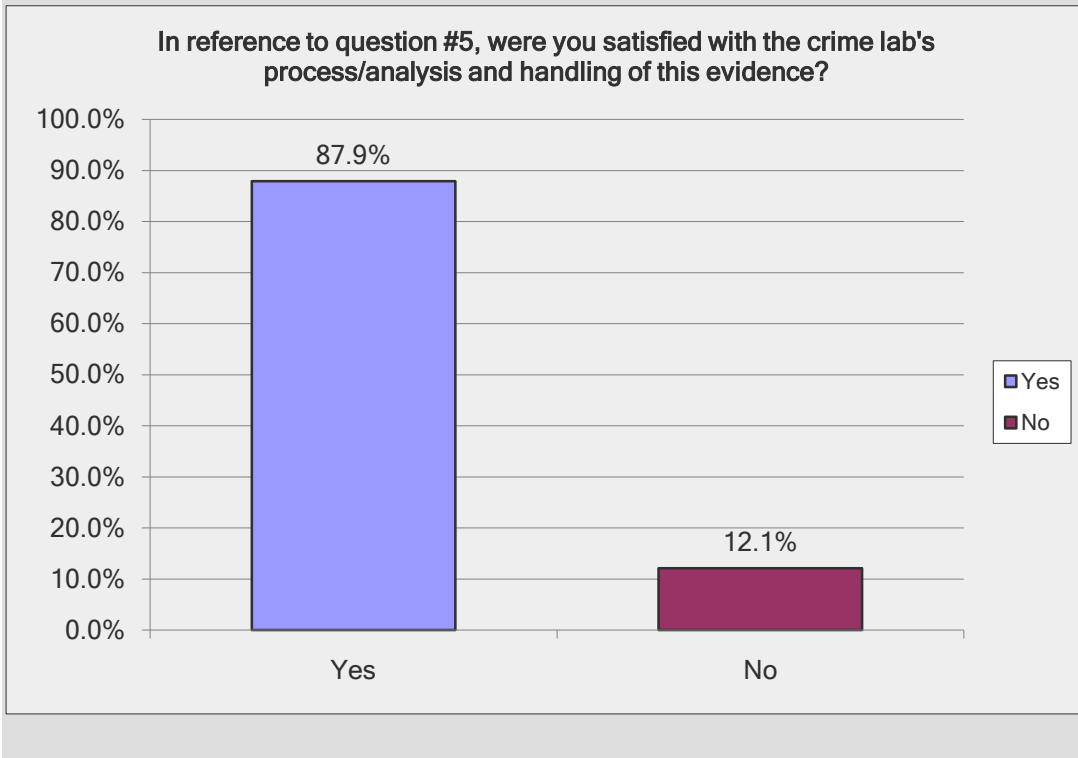
Answer Options	Response Percent	Response Count
less than 45 days	51.9%	160
45 - 90 days	43.2%	133
91 - 120 days	4.9%	15
<i>answered question</i>		308
<i>skipped question</i>		41



GBI Crime Lab End User Survey

In reference to question #5, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	87.9%	270
No	12.1%	37
Why or Why not?		78
<i>answered question</i>		307
<i>skipped question</i>		42



GBI Crime Lab End User Survey

<i>In reference to question #5, were you satisfied with the crime lab's process/analysis and handling of this evidence?</i>		
#	Why or Why not?*	<i>*unedited comments</i>
1	Other than the turn around time on drug cases, they do a great job.	
2	We Have had excellent Service	
3	TURN AROUND TIME IN EXCESS OF AN ACCEPTABLE TIME FRAME.	
4	It's imperative that we not only have accurate but timely analysis of all drug and trace evidence. When delays occur, not only is justice not served but added costs are incurred with backlogs in our local jails.	
5	VERY SATISFIED WITH ANALYSIS/HANDLING. TURNAROUND TIME IS A PROBLEM.	
6	Our Columbus Office is very customer service oriented and provides excellent turn around.	
7	It takes way to long to process drug related information, as it deals with D.U.I. prosecution. Question 6 the true turnaround is from 4 to 6 months.	
8	The evidence was processed in a timely manner	
9	Our local branch lab (Savannah) has an excellent working relationship with area law enforcement. The personnel there make a concerted effort to provide the best services possible.	
10	Very long turn around time during investigations (toxicology, etc.).	
11	It took to long to respond	
12	It has been necessary to call on several occaisions to determine why the submittal was not on-line. Additionally, some of the services requested have been pending for several months. Fire debris is not routinely analyzed for alcohol based or other exotic fuels. [] []	
13	Generally speaking the submittal of evidence is without incident and the on-line access is excellent.	
14	Yes as a whole. Still waiting on some evidence.	
15	We've had to pick-up untested and unprocessed results to take to another lab for testing because it's on again, off again as to wheather the lab is even going to be funded.	
16	I have a case sitting in front of me right now that was opened on 06/22/2010, but still has not been complete.	
17	Satisfied with the process and services, the turn around time is to long.	
18	We received our results in a timely manner. However, the Crime Lab near my agency will be closed soon and the closes Crime Lab will be in the Atlanta, Ga. Our agency will incur an expense on transporting to and from the lab. The turn around for the result will probably be longer.	
19	Been a small department we have to utilized everything that the state offer. With out the help of GBI crime lab or State assistant it is impossible to do the job effectively.	
20	Results were necessary for presecution.	
21	evidence is analyzed and report posted within acceptable time	
22	Turnaround time is well over 6 mos. now	
23	The crime lab's process/analysis personnel were professional and the evidence was handle properly..	
24	Thorough analysis, clear reports.	
25	time	
26	Turnaround time for drug identification hampers prosecution of cases.	
27	The work is exemplary, but the delay in receiving findings is difficult to manage.	
28	When multiple items are sent for testing, testing is terminated after the first felony item is confirmed. This causes a subsequent request for additional testing to be conducted on items that are already at the lab for testing or returned to the agency with being tested. Evidence is evaluated by our agency to determine what needs to be tested to move forward with the prosecution of the case.	

	Turn around[] Failure to maintain evidence[]
28	It does no good to request prioritization when there are excessive numbers of such requests already in line
29	Anaylsis is fine, it is the turnaround that is the problem, especially for those that went to Pennsylvania and now have to be retested. As to the question as to whteher we have a crime lab within 50 miles, is there really any way to answer that question, as it relates to the Moultrie lab ? The state cannot make up it's mind whether we have a lab or not. If they don't know, we certainly cannot answer the question accurately.
30	when court time "grand jury" came the response to the evidence had not came back from the crime labon time on occasions.
31	Reports were timely and accurate.
32	Prompt and accurate.
33	Our results have been very inconsistent. There have been instances when our drug identification results would be completed in a couple of weeks and others when it has taken several months.
34	Too slow.
35	Yes. The matter in which they handle evidence, does not leave room for improper processing.
36	They do a Great Job considering the volume they are tasked with.
37	Very satisfied with analysis and handling of evidence. Major concern is lack of resources.
38	They did a great job with the evidence but with the budget cuts, the timing on the tests has caused cases to resolve at least a month slower than normal. This costs taxpayers additional money (e.g. longer jail time, more appearances by court appointed attorneys, etc.)
39	This is the general consenus of the officers & detectives questioned about this survey: Turn-around time was too long, almost always more than 90 days. NO one EVER answers their phones or EVER calls back to answer questions--not even e-mails. A lot of wasted time, effort, and material would be saved if the Officers and Detective could get a few questions answered BEFORE they submitted items to the lab; only to find that the items weren't "processed" for some reason that is never explained to them. Questions and confusion about things such as DNA, blood typing, handwriting analysis, etc...could be fielded by lab knowledgeable lab personnel BEFORE the items are sent to the lab. Not everything is covered in the On-Line DOFS manual. Establish a "Contact~Laison" person at each department and send up-dated OPERATION BULLETINS to that person...otherwise they hardly ever get to the right person and disseminated. Thank you.
40	I was satisfied with the service. However, we need the results quicker. Cases are being continued, defendants waiting in or out of jail for court dates and dockets are growing because of delayed services.
41	Criminal evidence analysis is the most important thing that the GBI does for this Sheriff's Department.[] The Moultrie Crime Lab had been downsized and finally closed in 2010 which placed a strain on small law enforcement agencies and communities having to use other GBI crime labs in middle and north Georgia.[] Years ago Sheriff's throughout the state worked to aquire more funding for the GBI because of the need for Crime Labs.[] In all aspects of use of GBI Crime Labs, quick turn around on evidence examination and analysis in drug and death investigations is paramount.
42	sometimes it takes too long
43	Turn around needs to be quicker
44	The failure to accept marijuana for testing is proving to be an obstacle in court. Defense attorneys are using the fact that these cases weren't sent to the lab for analysis.
45	I have never had a problem with GBI services
46	Drug analysis return times have been getting longer and longer. I've always been pleased with the crime lab's quality but the time between submission and results has become more and more of a problem. While I know this is due to budget constraints, it is a problem nonetheless. Fire debris analysis is used less frequently and I have always expected longer wait times as compared to drug analysis. I have not noted longer waits in regards to fire debris analysis.

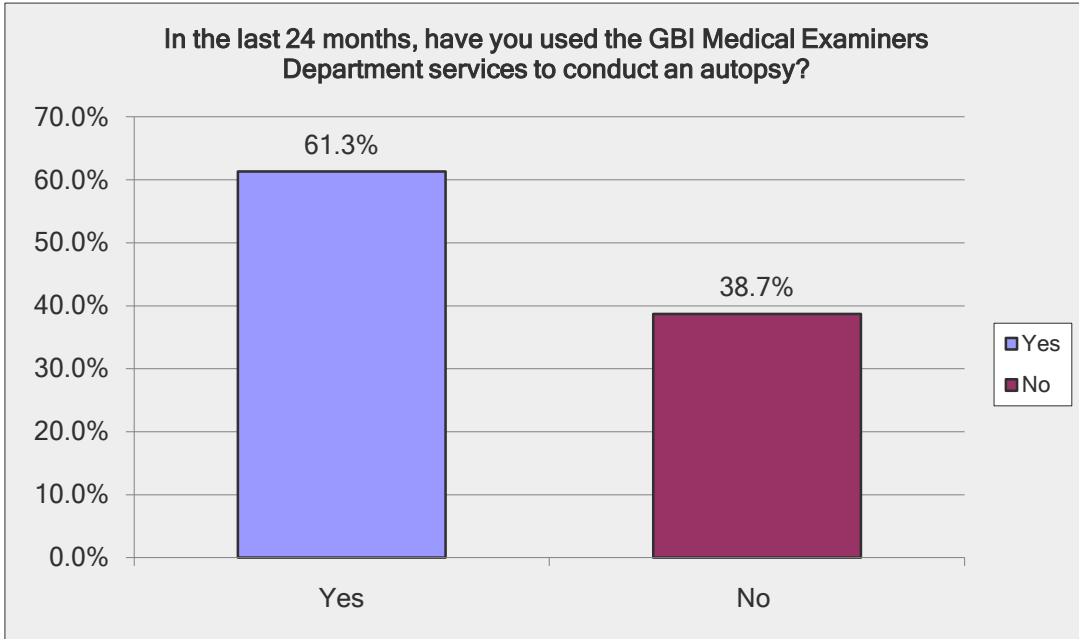
47	When I really needed something speeded up and made a written request, the lab has been very responsive.[] Also, I am very grateful for the lab photographing the evidence it tests. Those photos have really come in handy in court!
48	The Coastal Crime Lab is run very professionally. The scientists are experienced and competent.
49	Meets our requirements
50	Very professional staff located at Macon Crime Lab. Personnel of this lab have always gone out of the way to provided the best services possible.
51	With the closing of the Moultrie crime lab came seemingly total confusion and endless delays in getting all of the results we needed for prosecution. For example, drugs were transferred to other labs and then erroneously noted to belong to other agencies than the submitting agency. Another major problem was getting necessary witnesses down for court in my very rural South Georgia counties. Once, the technician was on vacation and not given her subpoena but no one told us - that case had to be dismissed. Another time, the lab expert came down for trial but didn't bring the drugs (jury was already sworn so case couldn't be dismissed and re-indicted) - that case had to be dismissed. It is extremely inefficient to send down lab witnesses the 4+ hours from Atlanta to this circuit but that is the only option we faced on many occasions.
52	It was competed and the results were posted on-line.
53	The acceptable turn-around time actually depends of whether the suspect is in jail - need quicker turn-around if incarcerated, can be a little slower if on bond.
54	most of the time
55	Acceptable turnaround time for drug analysis is less than 45 days. Acceptable turnaround time for fire debris analysis is 91 - 120 days.
56	In my Judicial District our judge will only accept drug analysis from the crime lab.
57	Cases are handled quick by this department
58	i don't recall the time that it took for the arson case analysis. I understand that such may take longer maybe. However, with drugs, we generally need those sooner than later.
59	I'm not really sure how long it took for the results to return, therefore I cannot say there was a problem
60	Took too long
61	Takes 3 to 9 months to get toxicology inorder to sign off a death
62	not applicable
63	It takes too long for certain results. We have some pathologists that find the cause of death in the initial autopsy, they order additional tests (tox mainly) and then we have to wait extended periods of time for them to sign out cases.
64	Answers were quick
65	Yes, It provided a clear evidence of an accidental death over other causes.
66	Too long of turnaround!
67	IT TOOK TOO MUCH TIME TO IDENTIFY AND REPORT THE FINDINGS
68	It takes too long to get results and close cases; a month to six weeks is one thing; two to three months is not good.
69	The staff ae professional and and pleasure to work with.
70	It takes 90 days for most toxicology report to be resulted. that is a long time to confirm a cause of death
71	Terrible turn-around time. [] We have quit using the state lab except for criminal matters.
72	When using the Main Lab in Dekalb County we receive a good turn around and have the convience of the Metro location.
73	To lengthy of response
74	court was scheduled 3 times before results posted
75	If we need a case expedited, we have not had any problems getting that done when we asked for it.

76	Saying that I wasn't satisfied is not accurate but Yes/No were the only choices. When the turnaround time becomes an issue is when there are cases where the 90 days since arrest has run and no crime lab is available. If the defendant in the case is still in jail, this becomes/can become an issue. For the most part, I do not have issues with the crime lab turnaround times.
77	Unsure I do not have direct knowledge of the typical turn around time.
78	I think the turnaround time on crime labs could be better.

GBI Crime Lab End User Survey

In the last 24 months, have you used the GBI Medical Examiners Department services to conduct an autopsy?

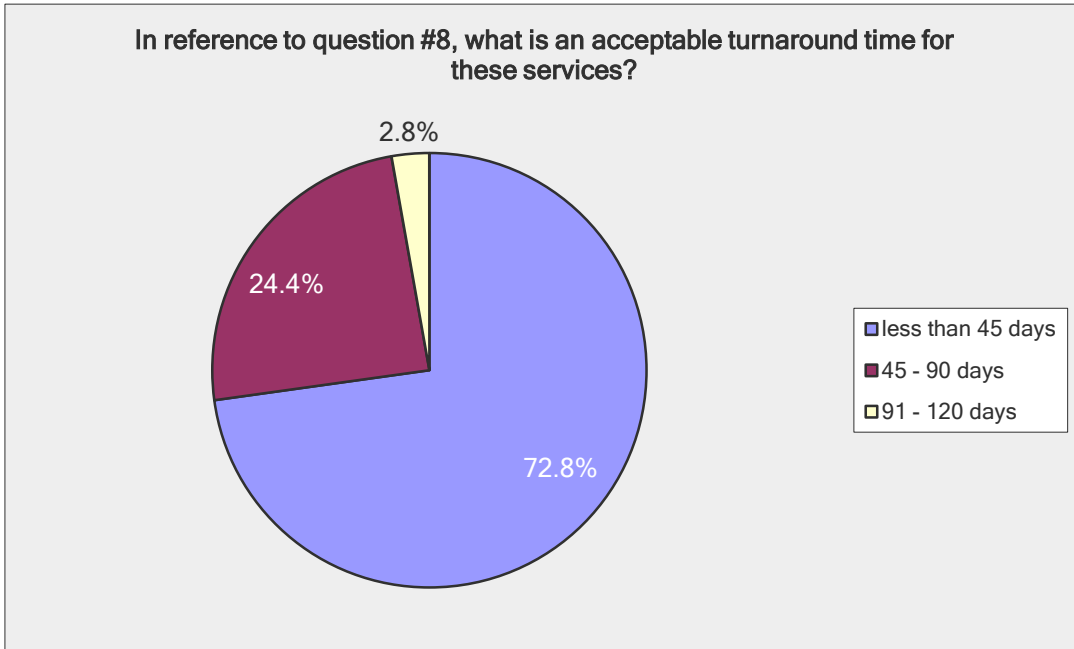
Answer Options	Response Percent	Response Count
Yes	61.3%	203
No	38.7%	128
<i>answered question</i>		331
<i>skipped question</i>		18



GBI Crime Lab End User Survey

In reference to question #8, what is an acceptable turnaround time for these services?

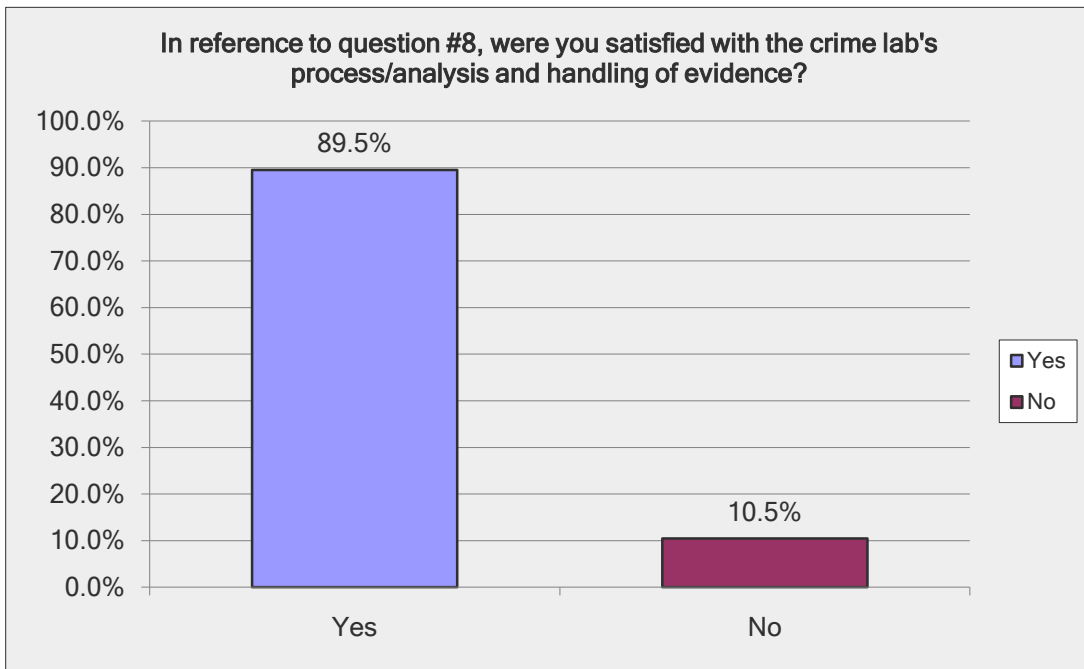
Answer Options	Response Percent	Response Count
less than 45 days	72.8%	155
45 - 90 days	24.4%	52
91 - 120 days	2.8%	6
<i>answered question</i>		213
<i>skipped question</i>		136



GBI Crime Lab End User Survey

In reference to question #8, were you satisfied with the crime lab's process/analysis and handling of evidence?

Answer Options	Response Percent	Response Count
Yes	89.5%	188
No	10.5%	22
Why or Why not?		53
<i>answered question</i>		210
<i>skipped question</i>		139



GBI Crime Lab End User Survey

In reference to question #8, were you satisfied with the crime lab's process/analysis and handling of evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	Yes as long as we can get them to accept the body.	
2	Excellent Service Tox is still Slow	
3	TURN AROUND TIME IN EXCESS OF AN ACCEPTABLE TIME FRAME. WE HAVE TO DEAL WITH THE FAMILIES AWAITING THE RESULTS. SLOWS INSURANCE CLAIMS, PUTS PEOPLE IN AN ECONOMICAL DISADVANTAGE.	
4	For the sake of victims, we need to be able to provide quicker turnaround in these cases. Even in cases with no foul play, family members need the results of toxicology and autopsy results in order to have emotional and legal closure.	
5	The death occurred in March 2010 and it's August 2010 and the family is still awaiting the results from the autopsy. This to me for a grieving family is entirely too long.	
6	There also needs to be dialogue between investigators and forensic personnel	
7	We use the DeKalb County medical examiner.	
8	Six months after autopsy final reports are still incomplete.	
9	same response, long turn around on toxicology, etc. during a death investigation.	
10	Work in a drug unit	
11	Turn around time on toxicology far exceeds 45-90 days	
12	they do an extremely good job on the autopsies and they involve us in the process.	
13	Been a small department, we don't have special unit that can test drugs or narcotics. GBI crime lab is vital to a small department or county like mine. Taylor County/ Reynolds P.D	
14	Results come in small fragments once the agency is notified that the results are completed and ready.	
15	Medical Examiner very professional, and reports returned in a timely manner.	
16	Took approximately 10 months to receive autopsy report. Delayed investigation in the murder case.	
17	A suicide occurred in this municipality, the Medical Examiners of the GBI performed the required autopsy upon the subject very thoroughly and quickly	
18	Prompt turnaround and when questions arise usually receive favorable response and articulation	
19	I am very happy with the level of expertise and professionalism in the medical examiner's office. However, the delay in receiving written reports and the results of testing is unacceptable. Delays of 6 months to a year are standard.	
20	Again, very inconsistent. For instance, one fatality in particular, ME was very helpful and we were able to meet with her to discuss results within days. However, that was months ago and we are still waiting for the written reports, so we can proceed with the case.	
21	We wish Final Reports could be more timely, but understand considering the volume they are dealing with.	
22	Again. Resources and volume of cases.	
23	...satisfied for the basic procedures.	
24	I was satisfied. However, again a couple of the autopsies were delayed. It is difficult to get victims' families to understand why we are delaying their cases because of the delay at the crime lab.	
25	Great witnesses and thorough reports	
26	No. It currently takes too long for medical examiners to write reports and conclusions and too long for forensic analysis on toxicology of chemicals in the blood.	
27	An autopsy is always done in a timely fashion, however toxicology seems to take as much as 6 months.	

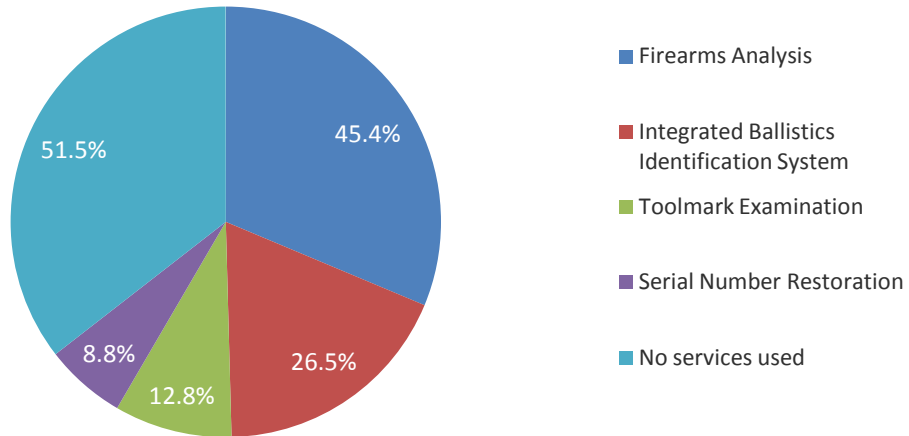
28	Again, wait times have grown due to budget issues.
29	Dr. Downs is awesome- a true professional
30	Dr. Downs, who is the only ME with whom I've had cases lately, has done an outstanding job!
31	Somewhat inconsistent. Delays for unknown reasons. lack of preparation for testimony.
32	We have several autopsies in which we are still awaiting results to be posted, way more than 3 months later. We also had one case in which the lab mislabeled some remains, released only part of the remains to the family for burial, later discovered the rest of the remains, and it required exhumation of the body to complete the burial. We have had a stream of constant complaints from this victim's family which has definitely had an impact on prosecution of the case.
33	Generally "yes", but the turn-around time for an autopsy report is sometimes too long. In murder cases, it is almost always the case that the suspect is in jail and must be indicted within 90 days.
34	some autopsy reports are taking too long
35	We usually use our local medical examiner but when we use the GBI lab we are satisfied with their performance
36	Yes, however, it would be better if the autopsy reports could be completed sooner.
37	My cases may half to be sent 176 Miles instead of 76 This takes to long and my budget. Is very small
38	They seem to be a very professional group that will assist you in every way they can.
39	Again time delays
40	Must have to complete Death Certificates.
41	i have had good relationship with the grime labs in atlanta and macon. i do wish there was some way we could get the results faster than we do .
42	All the autopsy evidence to this time have lead to a timely resolution to the cases involved.
43	90 plus days is tooooooooooooooooooo long!
44	The ME department has always been very professional and helpful to me. Never a problem when working with them.
45	it takes to long to get tox results
46	MEDICAL EXAMINERS AS A WHOLE WILL LET CASES BACK UP WHEN THE INFORMATION IS AVAILABLE TO COMPLETE THE CASE.¶ TOXICOLOGY AND HISTOLOGY TAKES ENOUGH TIME WITHOUT THE DOCTOR NOT GETTING THE CASES SIGNED OUT PROMPTLY.
47	In many cases the turnaround time for results got into the 91 - 120 range. Also there have been several cases where I was given a verbal cause and manner only to have to change the death certificate several weeks later when the final reports were approved.
48	With the exception of tox & BA, the lab near me is timely; those tests are done in Decatur and the turn around is too long in most cases.
49	as far as the autopsy of the body they complete that very quickly, one to 2 days. the toxicology results and then final cause of death usually takes at least 3 months.
50	We do not usually use this service but an extenuating circumstance forced us to use the service and it was handled well by the lab.
51	The ME often provides copies of the photograph and provides keen information to the investogator for his or her case.
52	always does great with evidence.
53	I believe the Bureau is doing the best job that it can't under enormous budget pressure and increasing requests for services.

GBI Crime Lab End User Survey

In the last 24 months, which of the following GBI Firearms Department services have you used? (check all that apply)

Answer Options	Response Percent	Response Count
Firearms Analysis	45.4%	149
Integrated Ballistics Identification System	26.5%	87
Toolmark Examination	12.8%	42
Serial Number Restoration	8.8%	29
No services used	51.5%	169
<i>answered question</i>		328
<i>skipped question</i>		21

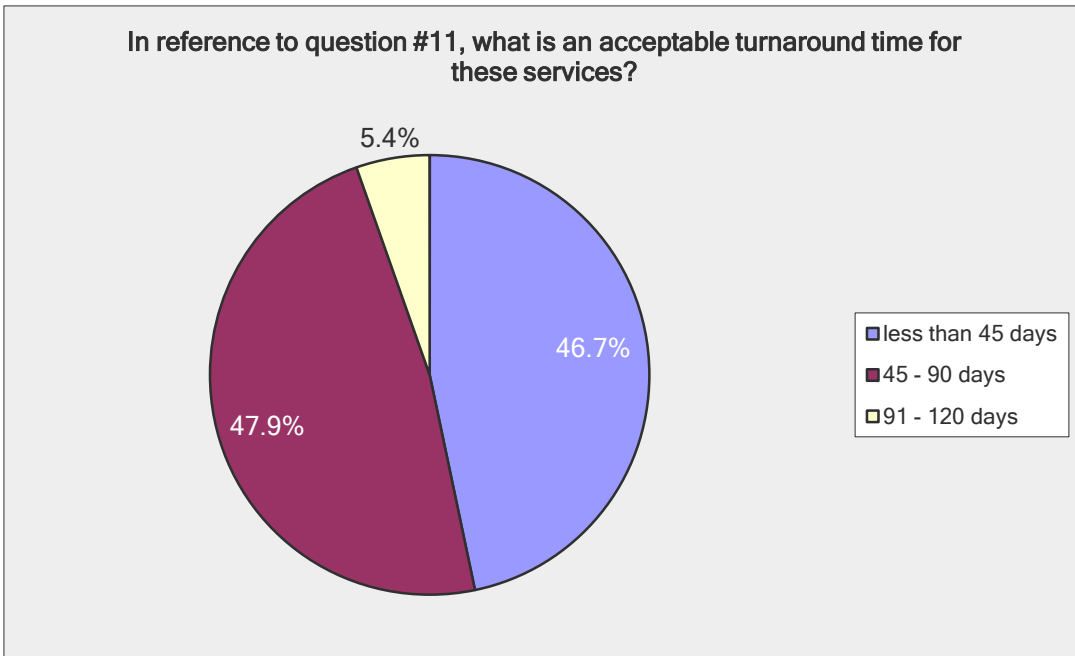
In the last 24 months, which of the following GBI Firearms Department services have you used? (check all that apply)



GBI Crime Lab End User Survey

In reference to question #11, what is an acceptable turnaround time for these services?

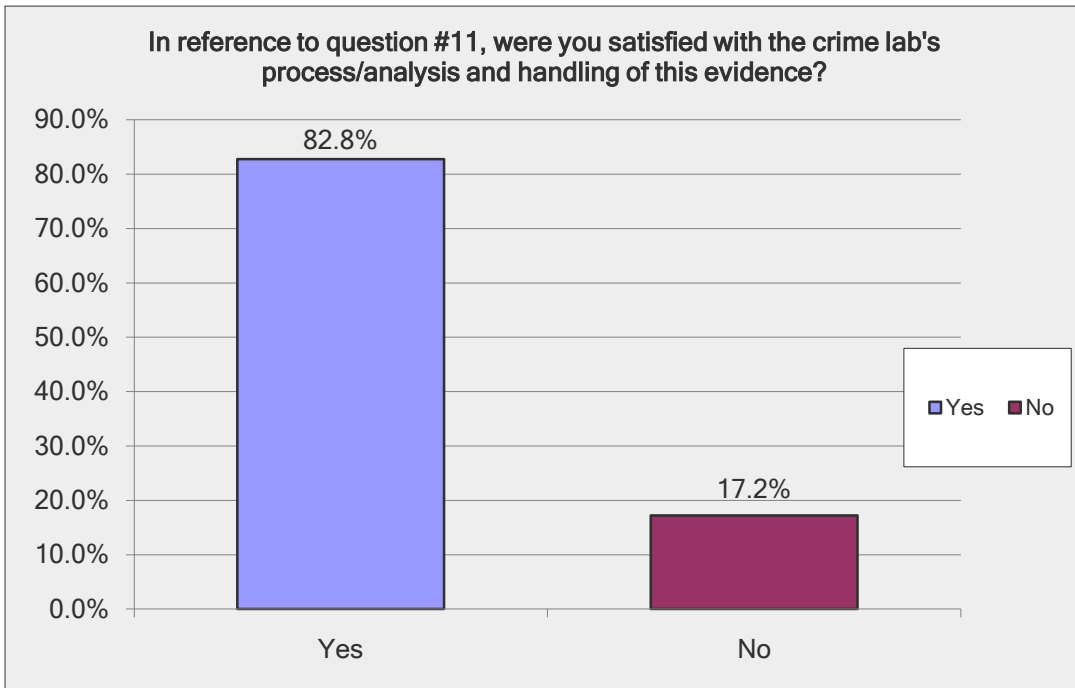
Answer Options	Response Percent	Response Count
less than 45 days	46.7%	78
45 - 90 days	47.9%	80
91 - 120 days	5.4%	9
<i>answered question</i>		167
<i>skipped question</i>		182



GBI Crime Lab End User Survey

In reference to question #11, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	82.8%	135
No	17.2%	28
Why or Why not?		41
<i>answered question</i>		163
<i>skipped question</i>		186



GBI Crime Lab End User Survey

In reference to question #11, were you satisfied with the crime lab's process/analysis and handling of this evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	Yes	
2	It took a while to get back the results.	
3	Firearms evidence backlogs have become longer than any other area of lab work and it appears to be growing. This is unacceptable.	
4	AGAIN WE ARE SATISFIED WITH PROCESS/HANDLING. TURNAROUND TIME IS THE PROBLEM.	
5	Took too long to obtain results	
6	Turn around time to long	
7	Lab staffing is too low to get work done in a timely manner.	
8	My staff is greeted and the evidence is handle with professionals.	
9	GBI is too overwhelmed to do more than suspect casing and projectile analysis and cannot possibly use NIBIN to it's fullest capabilities. If all weapons that come in contact with Law Enforcement were fired and entered into NIBIN, as the system was designed to be used, and as it has been used in the past, then it could be an effective tool. As NIBIN is employed at this time, we see no real impact on it's ability to help us solve gun related crimes.	
10	At some point in the last 2 years firearm analysis was not available.	
11	Apparent lack of interest failure to complete all requests questionable analysis	
12	Turnaround in excess of one year.	
13	Re-testing required. Toolmark analysis was not prompt.	
14	Again. The problems I am experiencing with the crime lab have nothing to do with the lab's work. The problems revolve around lack of personnel, resources and the volume of cases.	
15	Took too long to get the results back.	
16	...turn-around time is too long. Proable cause harder to establish, suspects move away, victims and D/As get tired of waiting for answers, cases need to be "moved-on or closed out," etc...	
17	I dropped off a MAC-10 pistol in November 2009 to determine if the weapon was fully automatic. To this date, 08/11/2010, the case remains unassigned.	
18	Case analysis took to long. (Double homicide case we have not ever received any results to date - case was subnitted in July 2007.)	
19	They actually did a very qick retest for me in a murder case ready for trial where the previous examiner now works at APD and was not available (vacation()) to testify for me.	
20	Extremely long wait time for firearms exams due to shortage of examiners.	
21	N/A	
22	The processing of firearms is not the problem. The case assignment is the problem. Understaffing and the work load prevents timely assignment of these cases for analysis.	
23	Turn around time	
24	Again, with budget constraints, there appears to be a huge backlog. We've had to indict in several cases and trust that the firearms analysis could be expedited and arrive in time for trial. This is not good practice but the law requires indictment within a certain time period or the defendant is entitled to bond. Too much time and office resources have been used in following up to make sure the expedited request is completed in time. We've been pushed past the targeted deadline on several occasions.	
25	Brian Leppard is great	
26	Meets our requirements	
27	I understand the delays we've experienced this past year were due to training additional staff. Assuming that's now been completed, we will hopefully have no more serious delay issues.	
28	Generally "yes" but the last time I checked, there was some backlog due to the limited number of firearms experts.	
29	The people who we deal with are helpful and provide direction and assistance when we call and in a timely manor.	
30	The GBI is slow to process firearms due to manpower issues.	

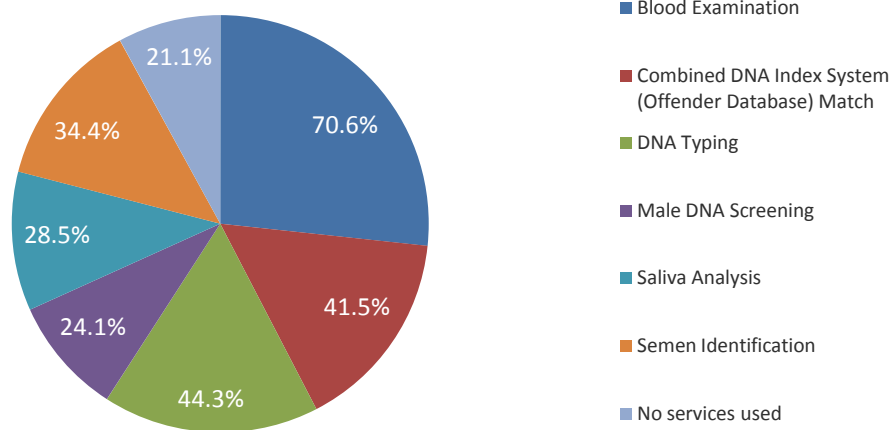
31	Acceptable turnaround time varies from case to case.
32	Firearms testing has been delayed for many months and has caused great delay in our investigations of shootings, robberies, and homicides.¶ We have been to trial on two cases with no ballistics because our firearms were not tested, waited over a year.¶ Integrated Ballistics Identification System has also been delayed for months causing firearms not to be tested and entered into the system.¶ Serial restoration has been delayed over a year in our case.
33	generally
34	The turnaround was quick because the incident was a homicide.
35	Handling was acceptable, turnaround time was unsatisfactory
36	same answer as before it takes at least 90 days
37	They often provide detailed information of the different types of gun test that are available. This key as most officers are unfamiliar with the individual types of tests offered at the Lab.
38	We have had to try murder cases where firearms analysis had not yet been completed-cases that were two years old. The backlog is really bad.
39	Again, saying yes/no does not tell the whole story. The acceptable turnaround time is 90 days but sometimes it needs to be done sooner and sometimes it can be done later. The fact that we have the ability to contact the crime lab and request something to be done faster is a great aspect of the crime lab service.
40	SINCE BERNADETTE DAVIE WAS FIRED, YOUR BACKLOG IS RUNNING ONE YEAR TO ONE YEAR AND A HALF TO OBTAIN BALLISTIC EVIDENCE. THIS DELAY REALLY HURTS IN THE PROSECUTION OF OUR CASES. WE HAD A HOMICIDE RECENTLY IN AUSTELL THAT WAS TWO YEARS OLD AND WE HAD TO PROCEED WITHOUT THE BALLISTIC RESULTS.
41	To long for turn around times and they will not work the case til they receive a request from the DA's office.

GBI Crime Lab End User Survey

In the last 24 months, which of the following GBI Forensic Biology Department services have you used? (check all that apply)

Answer Options	Response Percent	Response Count
Blood Examination	70.6%	228
Combined DNA Index System (Offender Database)	41.5%	134
DNA Typing	44.3%	143
Male DNA Screening	24.1%	78
Saliva Analysis	28.5%	92
Semen Identification	34.4%	111
No services used	21.1%	68
<i>answered question</i>		323
<i>skipped question</i>		26

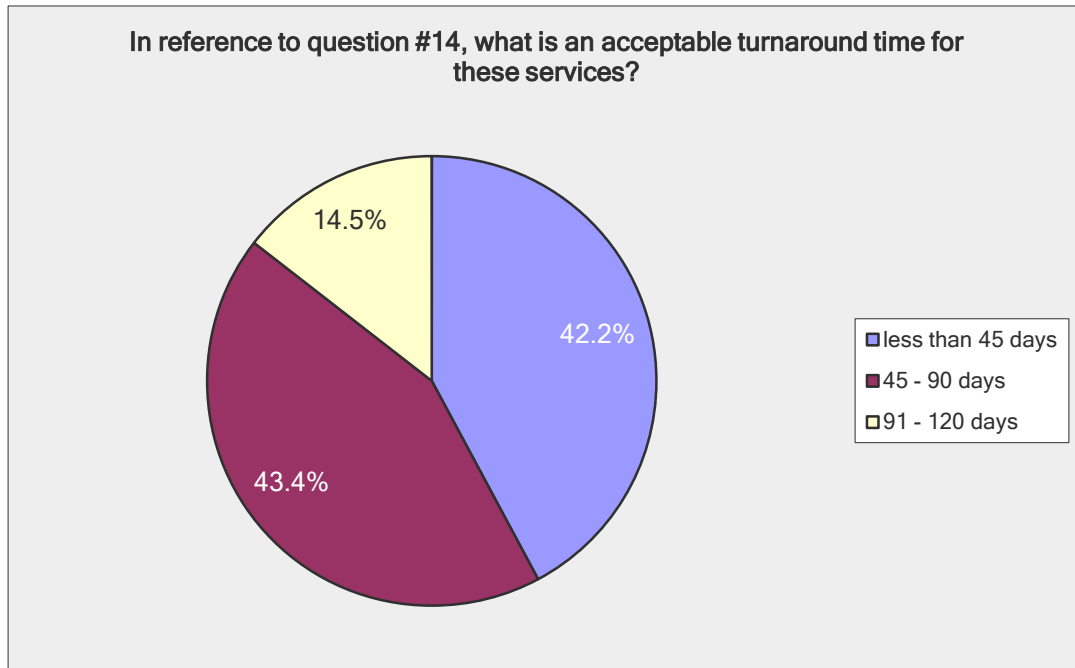
In the last 24 months, which of the following GBI Forensic Biology Department services have you used?



GBI Crime Lab End User Survey

In reference to question #14, what is an acceptable turnaround time for these services?

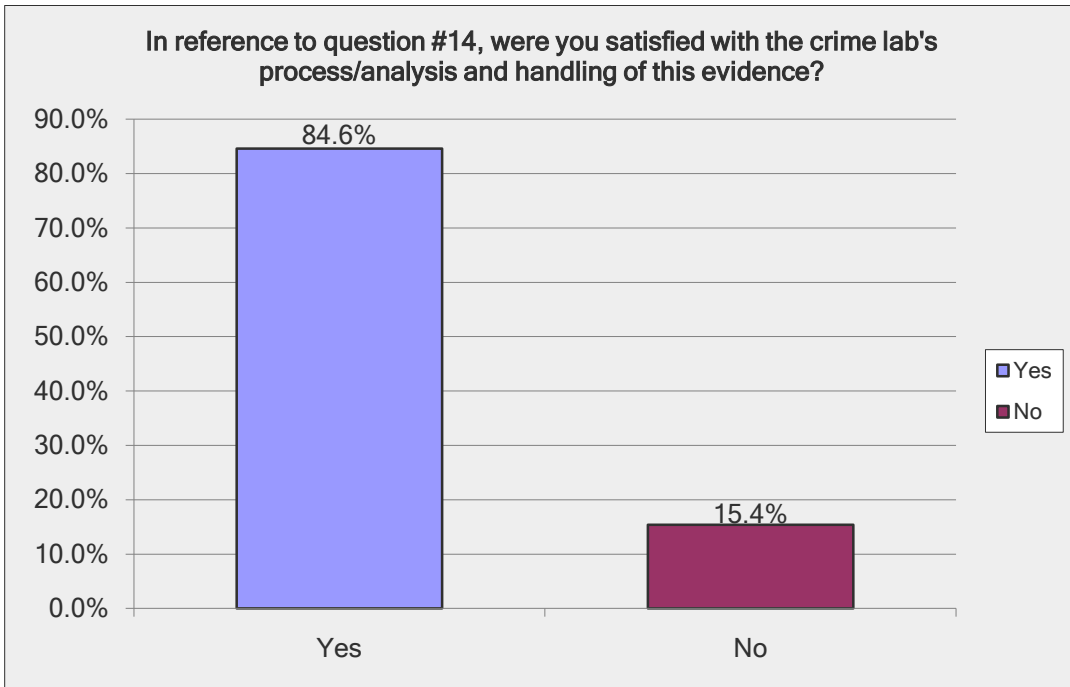
Answer Options	Response Percent	Response Count
less than 45 days	42.2%	108
45 - 90 days	43.4%	111
91 - 120 days	14.5%	37
<i>answered question</i>		256
<i>skipped question</i>		93



GBI Crime Lab End User Survey

In reference to question #14, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	84.6%	215
No	15.4%	39
Why or Why not?		65
<i>answered question</i>		254
<i>skipped question</i>		95



GBI Crime Lab End User Survey

In reference to question #14, were you satisfied with the crime lab's process/analysis and handling of this evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	Somewhat satisfied; very slow.	
2	TURN AROUND TIME.	
3	Occasions when we've needed this are not as frequent as other areas but the labs have been good at prioritizing.	
4	DNA match is still open after several years, each time the lab goes to test that want something else from the crime scene.	
5	same response	
6	It took to long to respond	
7	Took too long for results	
8	Extremely to long of a turna around time	
9	Turn around time extremely long. Limited on the specific DNA typing/testing, no "contact" and very selective on other types selected.	
10	Turn around time exceeds our expectations	
11	We just got a hit back on a very violent rape and we could not be happier. This was done in 3 weeks. that is awesome.	
12	Evidence was outsourced and it has taken over 10 months to get the DNA Testing done before a CODIS Match was obtained. Explain that to the victim.	
13	Time to process is too long.	
14	They are true professional.	
15	turn around time too slow.	
16	I am satisfied that the technicians at GBI are doing all that they can possibly do. However, they are overworked, underfunded and the backlog of cases is severe. The division is very gracious when we have a need to have testing expedited. We just feel that they should be better funded and staffed.	
17	Takes too long to get information back on the DNA. This is the most conclusive evidence available today, yet it takes up to two years in some cases to get a report back.	
18	It takes to long for them to get the blood tested and sent back to us. Should not take no two months to get a blood test kit back to us!	
19	Length turnaround time hampers investigation and prosecution of cases.	
20	Delay in receiving findings.	
21	Only concern is turnaround time.	
22	Again, there is no problem with the expertise and professionalism of your staff. The delays in obtaining the results of testing are 6 months to a year.	
23	Great job considering the volume they are tasked with.	
24	Again, extremely satisfied with work product. Scientist are always professional and willing to do the work when requested to do so. The problem is with resources, particularly the time to do all that is needed.	
25	Analysis is fine. Due to budget cuts, the GBI has refused to do DNA testing in some cases where it would help the resolution of the case.	
26	Took too long to get results back.	
27	..NO. Turn around time, and EXACTLY what is needed, wanted, can or cannot be established with DNA..... basically most officers don't understand DNA services available from the lab.	
28	Sometimes I have to specifically request certain tests such as DNA to be performed after a request for the services had already been requested. I have found this type of testing to be unreasonably too slow.	
29	This evidence usually makes a plea occur.	
30	Apparently some of the screenings and analysis are being sourced out to far away labs in other states. Why not utilize the staff currently hired by the GBI who are trained in biology analysis. Wouldn't this actually save the State of Georgia and all counties money in the long run? Who's idea was this to out source testing?	
31	it takes so long	
32	At times a dna match can take as long as 2 years	

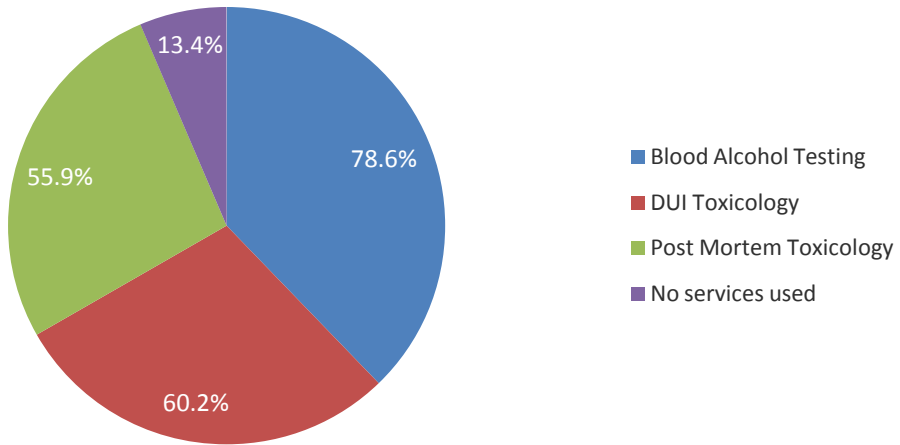
33	The analysis was outsourced to a foreign jurisdiction and then the County was told it had to pay to get the Pennsylvania witness in court.
34	DNA analysis seems to take forever. When we request DNA, it is usually on very serious cases such as rape and aggravated child molestation. Again, due to budget constraints, we have anxiously awaited results, hoping they will be timely for trials. We have had to request results to be expedited to meet court scheduling demands. The lab has been as responsive as they can be but with the budget constraints, it appears to be difficult to accomplish.
35	Meets our requirements
36	The time to get results are too long 6 months to 1 year. Do understand with staff shortage etc
37	It takes too long! I don't think anyone is to blame, but we often avoid pursuing DNA because we know it will take so long.
38	DNA testing takes so long that it is difficult to move forward. I don't indict a case until I have this evidence. Since defendants are entitled to bond if there isn't an indictment w/in 90 days, I often have people out on bond in these serious (rapes, molestation, etc) cases. ¶ A faster DNA testing would help prosecutors indict cases quicker and have resolutions in a timely manner.
39	This was the only area in which we have not experienced major delays in the last year.
40	Again, except for the backlog. I am generally satisfied with the testing done by our crime lab experts. I do not think that we should be outsourcing DNA cases. This places an expensive burden on our smaller counties to pay expenses for the out-of-state expert to attend trial.
41	Time issues are our biggest complaint.
42	The GBI is slow to process blood and DNA. Additionally, the GBI will only process contact or touch DNA if specially requested despite recent successes and advances in that technology.
43	Acceptable turnaround time varies from case to case.
44	some cases are taking up to 6 mths
45	Lack of coordination between agencies and the lab. I take responsibility for being part of the problem.
46	Still awaiting results on my last submission.
47	It would be great to have as quick a turn around as possible, but not like on T.V.
48	Results have not returned yet.
49	Too slow
50	Except for the fact that Toxicology Reports take a minimum of 90 days.
51	Time
52	the turn around is a little to long
53	It gives our office a clear cut cause of death.
54	Same as usual tooooooooooooooo long of turn around time
55	Time for completion was unsatisfactory
56	The only issue I have is with turnaround time on toxicology. Should be much quicker than 3 months.
57	it is to slow
58	Takes entirely too long to get results.
59	Terrible turnaround time.
60	The lab technicians work very hard to process evidence on a priority basis. It would be more helpful if the lab technician routinely call the submitting officer or investigator to ensure both are sharing the thoughts of each to avoid misunderstandings. At least in major cases: homicides, rape or other sexual assaults, and aggravated assaults. A mere phone call would be more helpful rather than simply relying on a written submission analysis request and report analysis reply.
61	Was never notified of the results.
62	Yes, we are satisfied, but this department needs a faster turn around time.
63	Please see the answer on question 13
64	The time for reports is running more than an accepted amount of time.
65	Turn around time still a little slow but it is understandable due to budget and manpower constraints.

GBI Crime Lab End User Survey

In the last 24 months, which of the following GBI Toxicology Department services have you used? (check all that apply)

Answer Options	Response Percent	Response Count
Blood Alcohol Testing	78.6%	253
DUI Toxicology	60.2%	194
Post Mortem Toxicology	55.9%	180
No services used	13.4%	43
<i>answered question</i>		322
<i>skipped question</i>		27

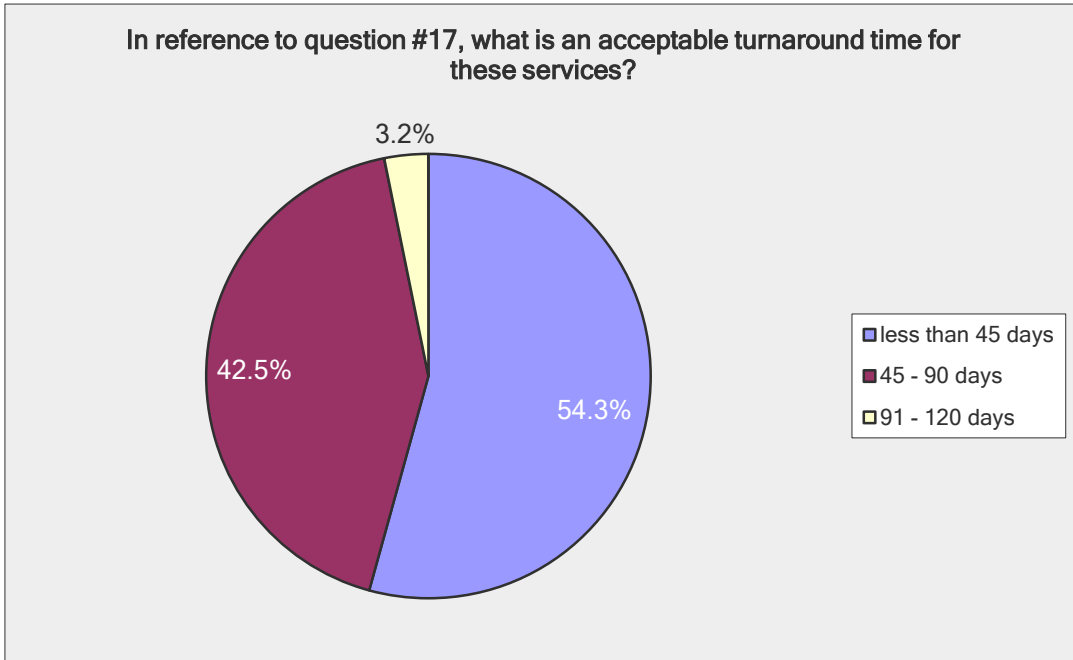
In the last 24 months, which of the following GBI Toxicology Department services have you used? (check all that apply)



GBI Crime Lab End User Survey

In reference to question #17, what is an acceptable turnaround time for these services?

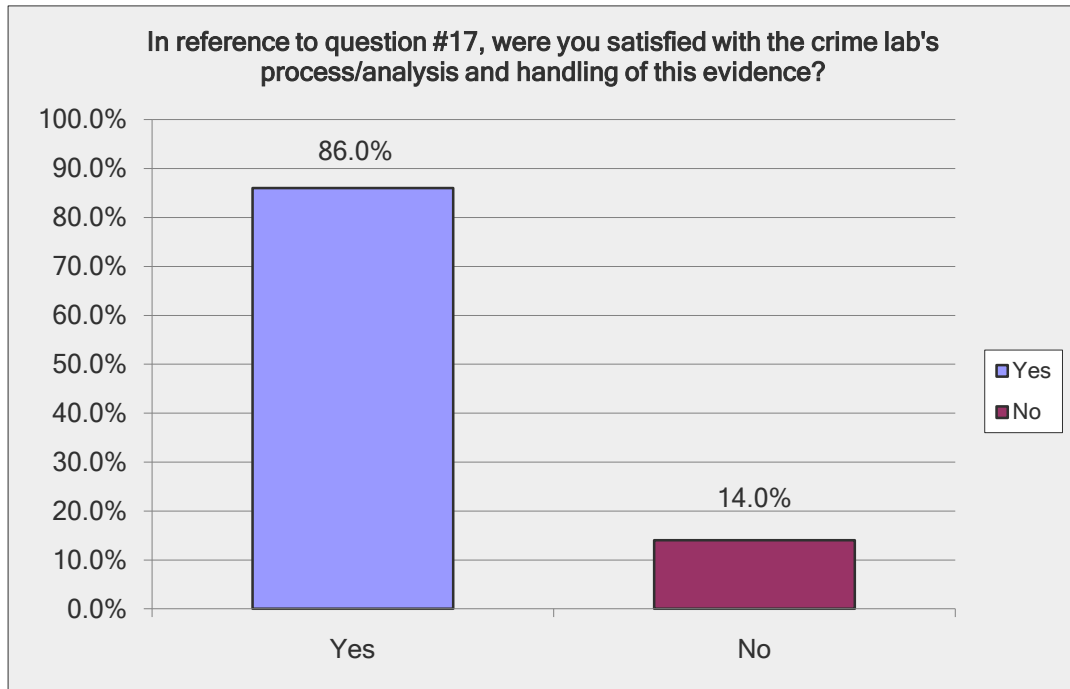
Answer Options	Response Percent	Response Count
less than 45 days	54.3%	152
45 - 90 days	42.5%	119
91 - 120 days	3.2%	9
<i>answered question</i>		280
<i>skipped question</i>		69



GBI Crime Lab End User Survey

In reference to question #17, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	86.0%	234
No	14.0%	38
Why or Why not?		60
<i>answered question</i>		272
<i>skipped question</i>		77



GBI Crime Lab End User Survey

In reference to question #17, were you satisfied with the crime lab's process/analysis and handling of this evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	slow	
2	Tox is still Slow	
3	TURN AROUND TIME.	
4	The service was ok but the turnaround takes way too long.	
5	The wait is entirely too long to get results back.	
6	Toxicology results turnaround times	
7	TURNAROUND TIME IS A PROBLEM	
8	We have had a urine sample at the lab for over 60 days, it has been put off for 2 court dates	
9	same response	
10	It took to long to respond	
11	Extremely to long of a turna around time	
12	The turnarond time was not acceptable.	
13	Turn around time to long	
14	Turn around time	
15	Taking longer to get results than 45 days	
16	Too long to complete work.	
17	Turnaround has exceeded 12mos now	
18	Wish we could get results faster, but don't blame an overworked lab.	
19	time	
20	It should not take 2 months to get the test results back!	
21	Takes approximately 4 - 6 months for the results to get back. Delays prosecution and causes backups in our small municipal court.	
22	Length turnaround time hampers prosecution of cases.	
23	With the exception of turnaround time..also in child deaths, we cannot comply with the state mandated reporting time frames without all of our evidence reports.	
24	for municipal court, we would have to continue the case at least three times before getting results in from crime lab. i do understand the backlog of evidence they have and we have to wait in line.	
25	Again, long delays.	
26	Prompt and accurate.	
27	Inconsistent as to timeliness	
28	Great job considering the volume they are tasked with.	
29	Same as previously mentioned but not to the extent as DNA analysis, etc.	
30	...usually within 90 days...	
31	Often is an issue if the decedent was intoxicated	
32	There again it takes too much time to determine what chemicals (drugs) had been injected into deceased persons. Quicker analysis and results being posted on the web site makes for better law enforcement and better conclusions in dealing with death cases.	
33	Turn around time could be better but the gap is between getting the analysis finished and sign out	

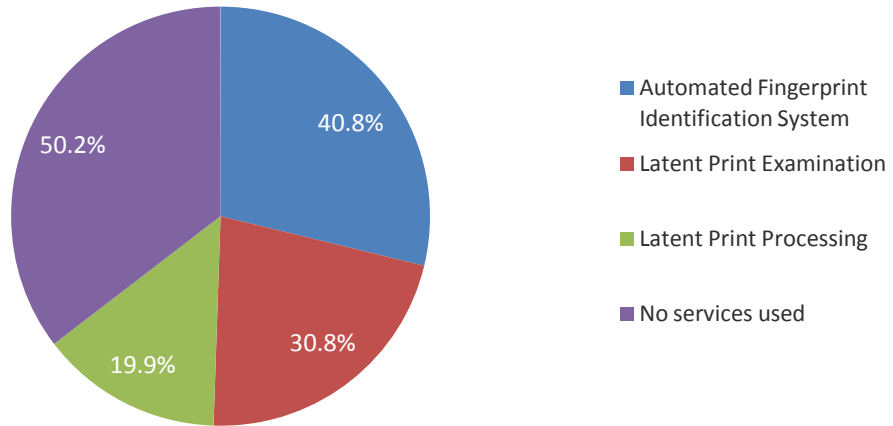
34	Again, due to budget constraints and the closing of our local labs, the turnaround time seems to have been pushed back dramatically. In a particular vehicular homicide cases, it was literally months before we got a defendant's blood toxicology returned on a similar transaction DUI that occurred three months prior to our case. It took up way too much time and energy constantly following up to make sure we would have the evidence in time for trial.
35	Meets our requirements
36	Too long waiting for test result
37	There have been some delays associated most likely with the Moultrie crime lab closing.
38	Turn around time
39	Acceptable turnaround time varies from case to case.
40	toxicology is taking too long
41	Most cases have been done with in a month or two.
42	Turnaround time much to long
43	The result returned in timely fashion.
44	Toxicology turn around times are way too long.
45	Still time
46	Toxicology Reports take too long. Must have to complete Death Certificates.
47	the time of return is to long
48	Yes, the results of the testing evidence gives us a ability to give to the families some measure of closure to the death of a loved one.
49	Same thing tooooooooooooooooooooooooooooooo long for results
50	Time for analysis was unsatisfactory
51	The only issue I have is with turnaround time on toxicology. Should be much quicker than 3 months.
52	takes to long
53	Takes too long to complete & allow results to become part of the case.
54	same answer, it always takes at least 90 days, usually longer
55	Terrible turnaround time.
56	The lab provided the department with results in a timely manner to be able to reference to in court.
57	over 4 mos. before reults posted
58	On the whole, we were satisfied, but we had a couple of cases that took over a year to complete and that was not satisfactory (DUI/Drugs cases).
59	Please see answer for question 13
60	The turnaround on toxicology has been extremely slow over the last 12 months.

GBI Crime Lab End User Survey

In the last 24 months, which of the following GBI Latent Print Department services have you used? (check all that apply)

Answer Options	Response Percent	Response Count
Automated Fingerprint Identification System	40.8%	131
Latent Print Examination	30.8%	99
Latent Print Processing	19.9%	64
No services used	50.2%	161
<i>answered question</i>		321
<i>skipped question</i>		28

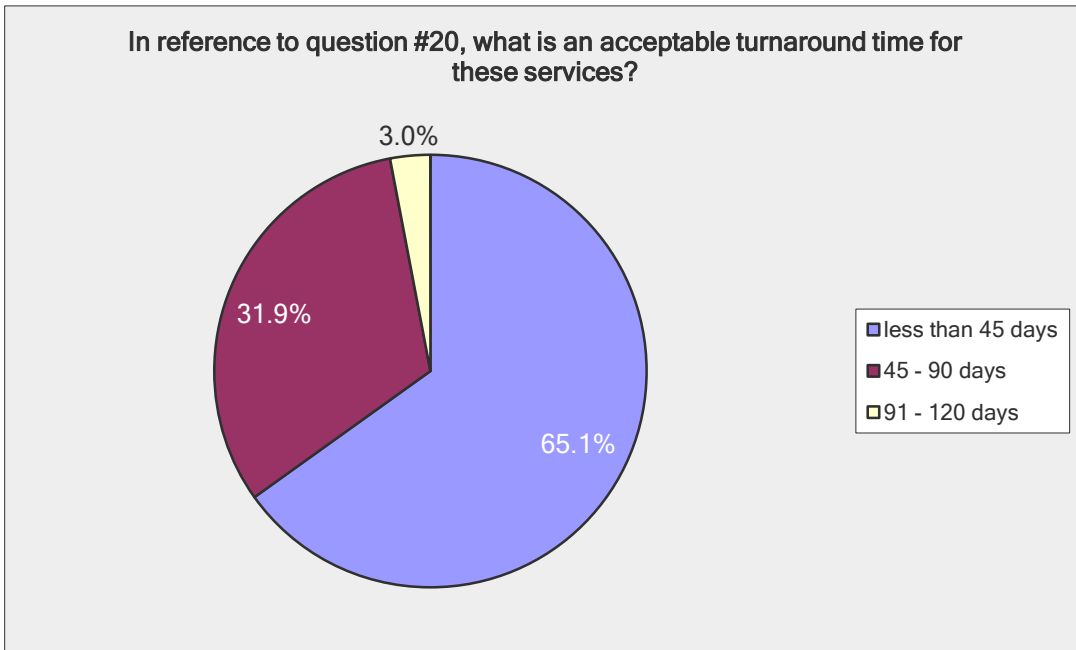
In the last 24 months, which of the following GBI Latent Print Department services have you used? (check all that apply)



GBI Crime Lab End User Survey

In reference to question #20, what is an acceptable turnaround time for these services?

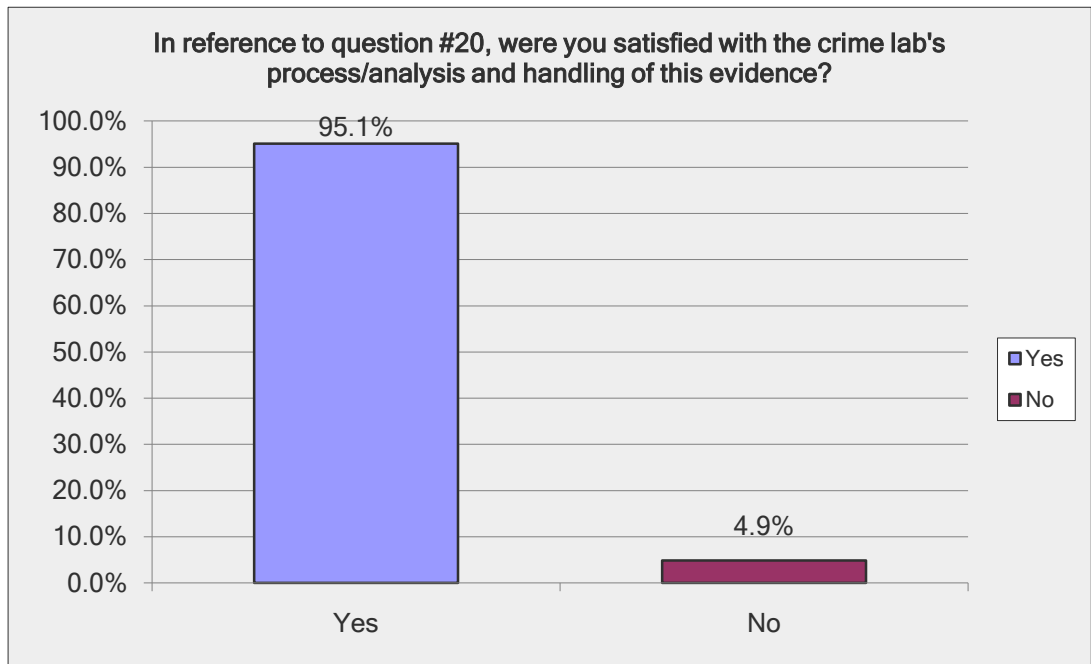
Answer Options	Response Percent	Response Count
less than 45 days	65.1%	108
45 - 90 days	31.9%	53
91 - 120 days	3.0%	5
<i>answered question</i>		166
<i>skipped question</i>		183



GBI Crime Lab End User Survey

In reference to question #20, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	95.1%	154
No	4.9%	8
Why or Why not?		18
<i>answered question</i>		162
<i>skipped question</i>		187

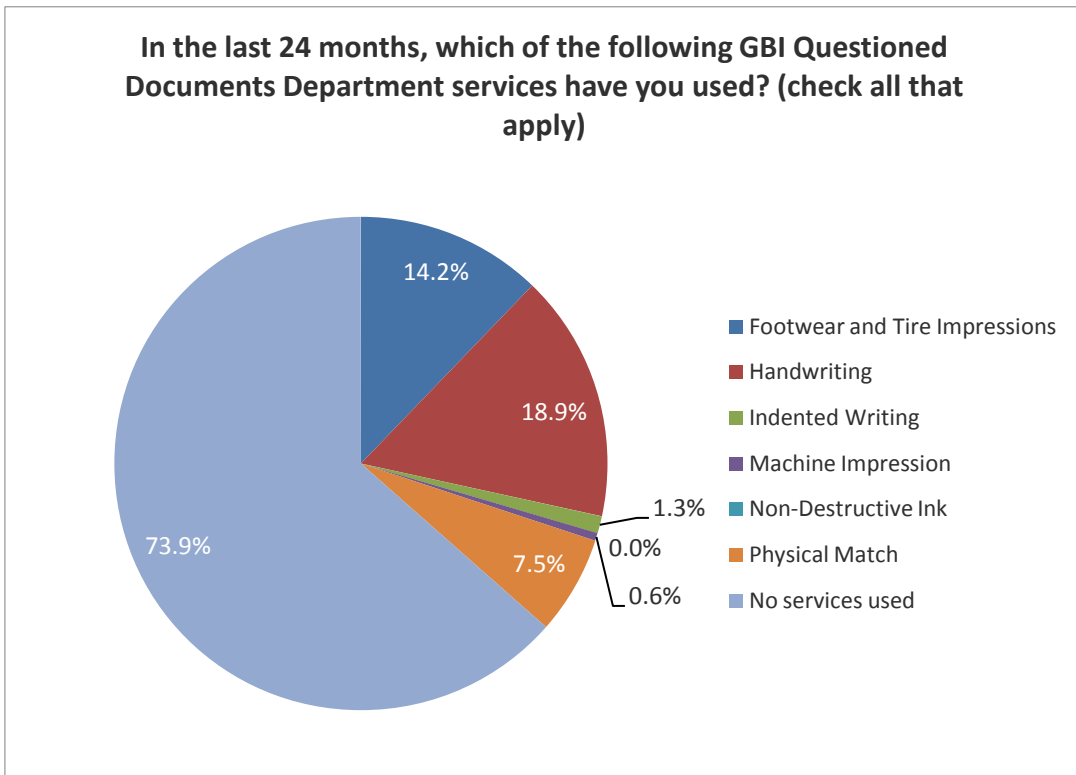


GBI Crime Lab End User Survey

In reference to question #20, were you satisfied with the crime lab's process/analysis and handling of this evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	TURN AROUND TIME.	
2	same response	
3	It took to long to respond	
4	Took too long for results	
5	I say yes, but it does seem all of the staff are too overworked and unnecessary backlog	
6	We received a hit and identified the perpetrator, but it took 60 days. This is too long. The suspect had moved. Luckily, we did locate him.	
7	My last fingerprint report took six months.	
8	Timely	
9	Yes, when the poor guys can get to the work.	
10	..except for the time turn-around, the Fingerprint Section does a remarkable good job.... AFIS Manager Louis Kriel responds well to questions and has great knowledge. Lou Cuendet is an expert-extraordinaire...the Print section really does the best they can with all they get tasked with...	
11	Doutherty County and Thomas County S. O.'s assists local agencies with AFIS fingerprint identification and comparisions by way of GBI computer and database information. Thanks for a great tool.	
12	I am not personally acquainted with any time issues as to these services but we have very few cases in which the service is utilized.	
13	Meets our requirements	
14	I have the perception that the service providers for fingerprints are overloaded and can't complete the tasks required. We generally avoid using GBI except in unusual instances because of the delay or never even receiving a response for a request for service.	
15	Turn around time	
16	Acceptable turnaround time varies from case to case.	
17	Again lack of coordination of services	
18	N/A	

GBI Crime Lab End User Survey

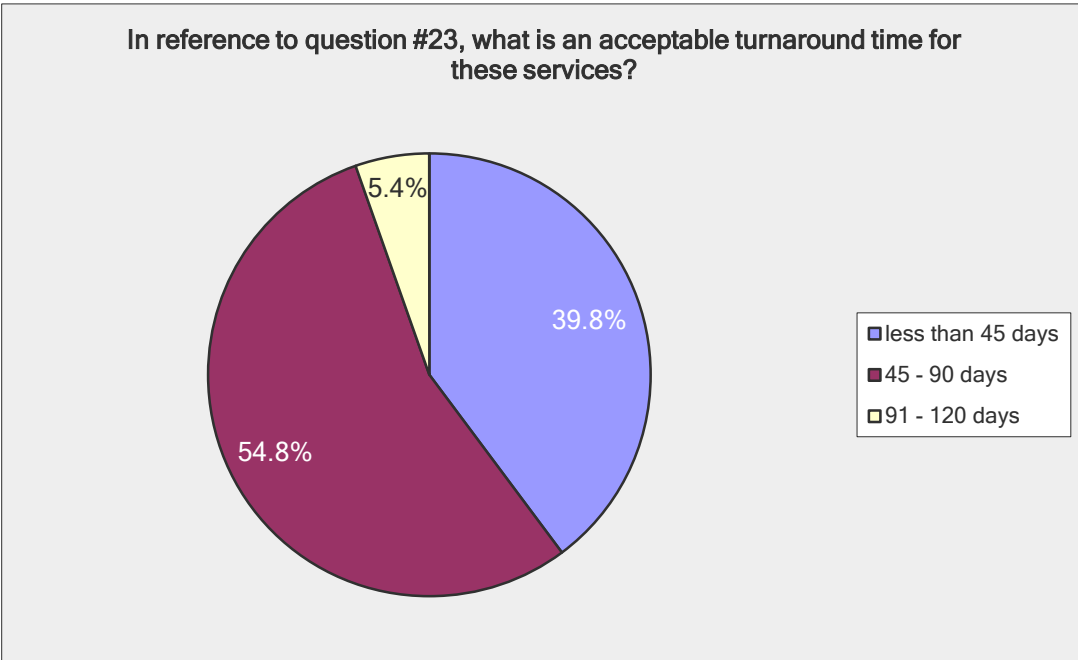
In the last 24 months, which of the following GBI Questioned Documents Department services have you used? (check all that apply)		
Answer Options	Response Percent	Response Count
Footwear and Tire Impressions	14.2%	45
Handwriting	18.9%	60
Indented Writing	1.3%	4
Machine Impression	0.6%	2
Non-Destructive Ink	0.0%	0
Physical Match	7.5%	24
No services used	73.9%	235
<i>answered question</i>		318
<i>skipped question</i>		31



GBI Crime Lab End User Survey

In reference to question #23, what is an acceptable turnaround time for these services?

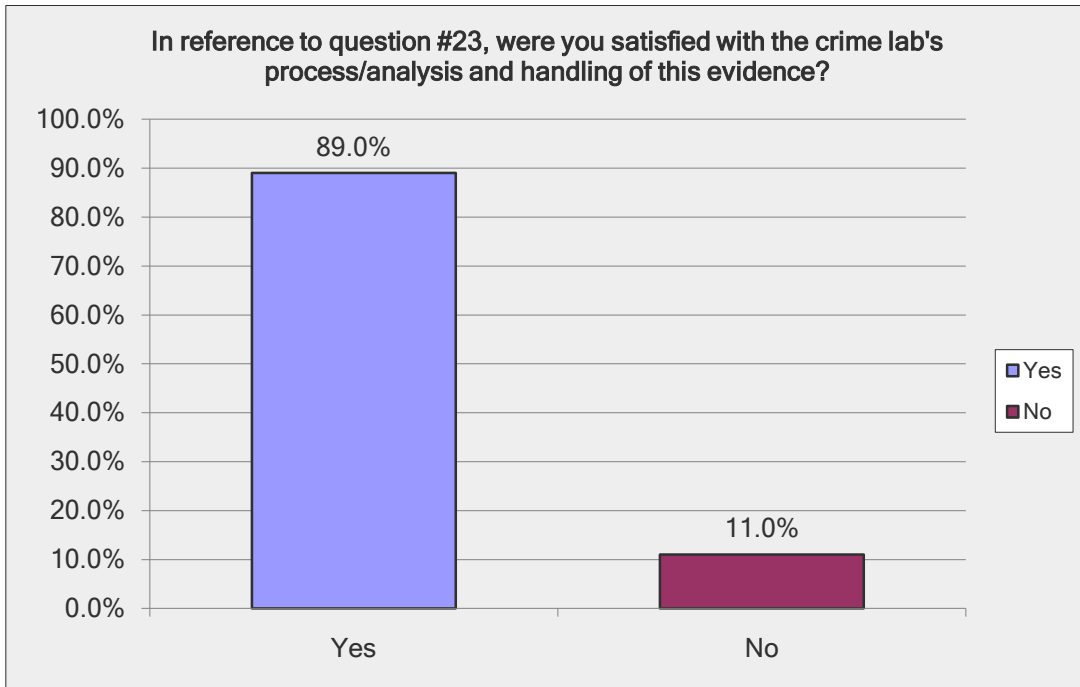
Answer Options	Response Percent	Response Count
less than 45 days	39.8%	37
45 - 90 days	54.8%	51
91 - 120 days	5.4%	5
<i>answered question</i>		93
<i>skipped question</i>		256



GBI Crime Lab End User Survey

In reference to question #23, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	89.0%	81
No	11.0%	10
Why or Why not?		17
<i>answered question</i>		91
<i>skipped question</i>		258



GBI Crime Lab End User Survey

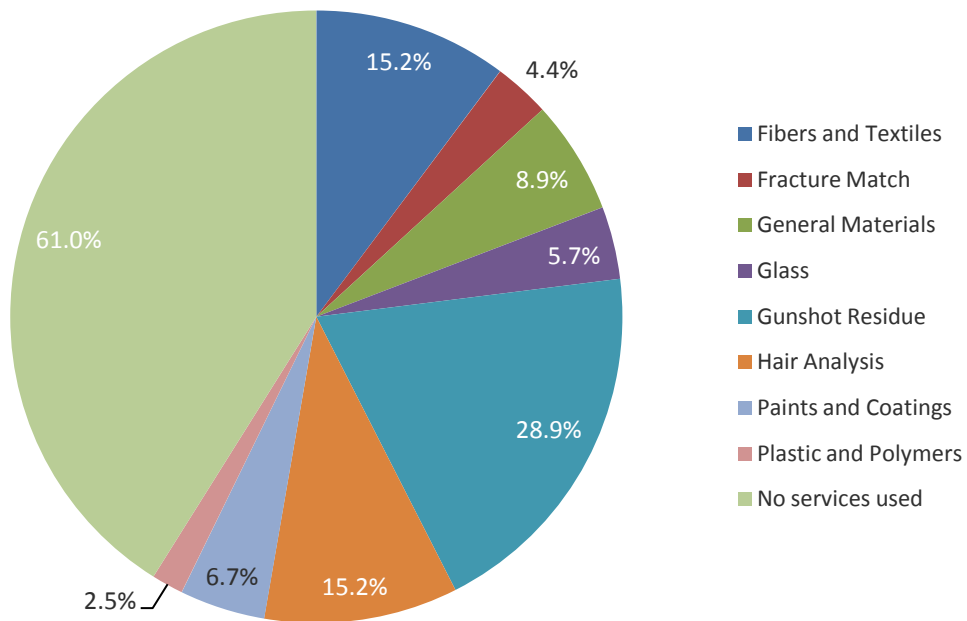
In reference to question #23, were you satisfied with the crime lab's process/analysis and handling of this evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	After having evidence at the laboratory for approximately 6 months plus, we were advised these services would not be completed in that it involved white collar crime.	
2	Submitted December 2009, case is still unassigned.	
3	Still have items from the past 24 months there.	
4	i was satisfied with the amount of time even though it was longer than 90 days but i only needed it for the trial.	
5	The former head of the lab disagreed with the findings.	
6	Pls note: some of the more "esoteric" services (e.g., foot/tire impressions) are not used due to concern with turnaround time and concern that evidence possessed by police is not "good enough" to get successful test result.	
7	I have never received a report on my requested handwriting examination, and was basically told that it would not be done due to backlog.	
8	..no one ever from the lab calls us back with answers or advice. Most officers and detective really don't know the value of handwriting analysis or how to submit samples and they get frustrated with waiting, so they really don't even submit many...	
9	N/A	
10	In one case in particular, it was nearly a year before the results were returned. Again, this appears to be due to budget constraints.	
11	Handwriting analysis has been helpful even though most agencies don't think the resource is available or they believe it doesn't work. Education might help.	
12	n/a	
13	Acceptable turnaround time varies from case to case.	
14	One case of ours has been there over a year unassigned	
15	Very slow response	
16	Evidence was important to case, and the results were returned quickly.	
17	I PRESENTLY HAVE A CASE WITH THIS UNIT AND WAS TOLD THAT DUE TO A TREMENDOUS BACKLOG OF CASES, WE SHOULD EXPECT TO WAIT OVER A YEAR. IT IS APPROACHING 9 MONTHS SINCE I MADE MY INITIAL REQUEST. MARK TENNEHUE IS THE DEFENDANT'S NAME	

GBI Crime Lab End User Survey

In the last 24 months, which of the following GBI Trace Evidence Department services have you used? (check all that apply)

Answer Options	Response Percent	Response Count
Fibers and Textiles	15.2%	48
Fracture Match	4.4%	14
General Materials	8.9%	28
Glass	5.7%	18
Gunshot Residue	28.9%	91
Hair Analysis	15.2%	48
Paints and Coatings	6.7%	21
Plastic and Polymers	2.5%	8
No services used	61.0%	192
<i>answered question</i>		315
<i>skipped question</i>		34

In the last 24 months, which of the following GBI Trace Evidence Department services have you used? (check all that apply)

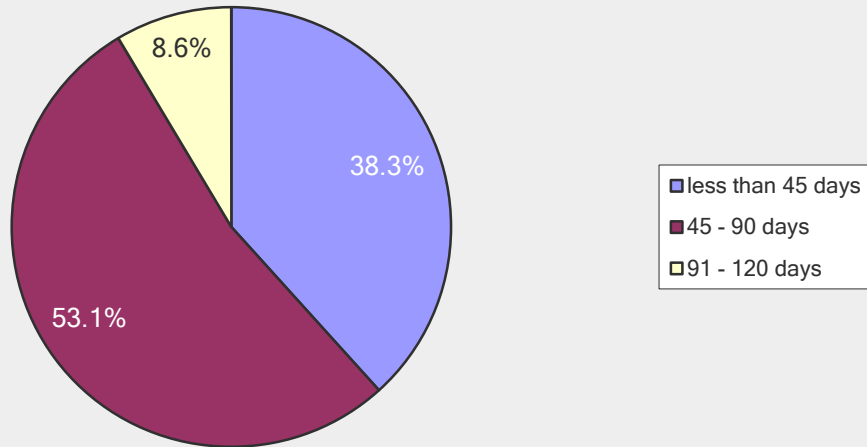


GBI Crime Lab End User Survey

In reference to question #26, what is an acceptable turnaround time for these services?

Answer Options	Response Percent	Response Count
less than 45 days	38.3%	49
45 - 90 days	53.1%	68
91 - 120 days	8.6%	11
<i>answered question</i>		128
<i>skipped question</i>		221

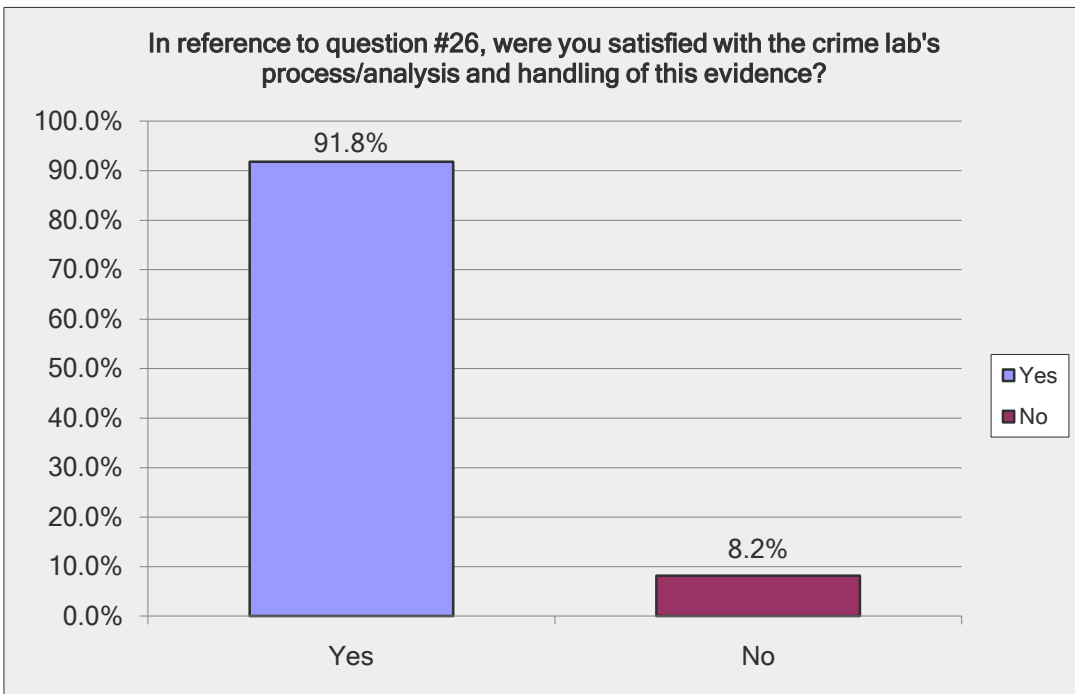
In reference to question #26, what is an acceptable turnaround time for these services?



GBI Crime Lab End User Survey

In reference to question #26, were you satisfied with the crime lab's process/analysis and handling of this evidence?

Answer Options	Response Percent	Response Count
Yes	91.8%	112
No	8.2%	10
Why or Why not?		20
<i>answered question</i>		122
<i>skipped question</i>		227

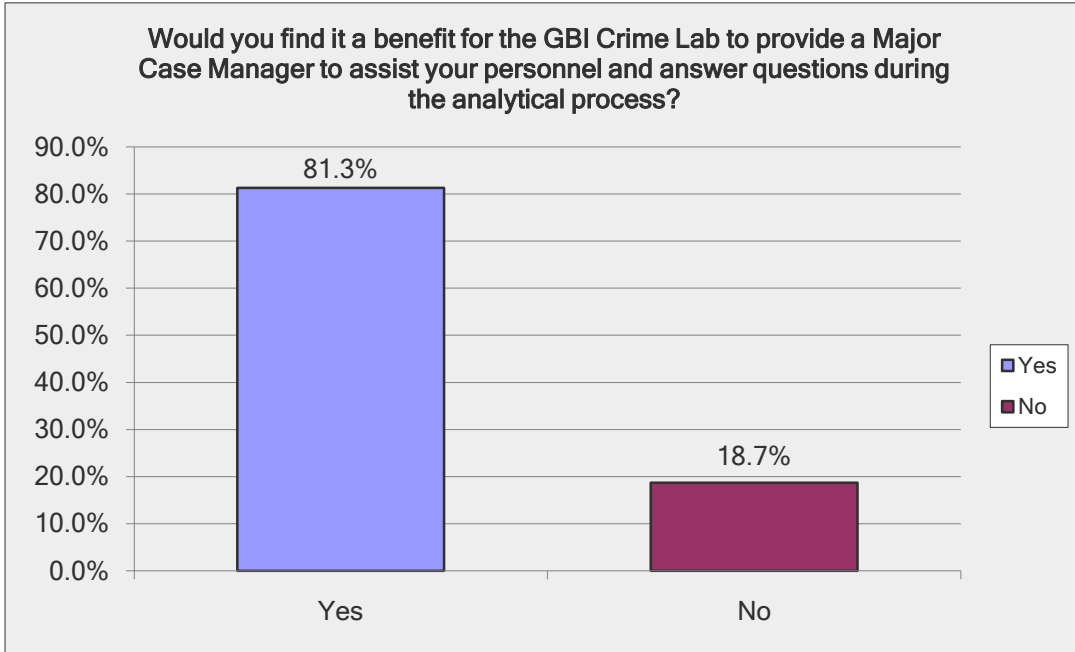


GBI Crime Lab End User Survey

In reference to question #26, were you satisfied with the crime lab's process/analysis and handling of this evidence?		
#	Why or Why not?*	<i>*unedited comments</i>
1	TURN AROUND TIME.	
2	So far it has remained unassigned.	
3	Took too long for results	
4	In reference to #29- NO. Simply need someone that can answer a phone and tell us where we are on submissions and when it can be picked-up.	
5	Trace evidence has not been sent for the past couple of years due to the refusal to do hair and fiber	
6	It took over 10 months on 1 case.	
7	Too long to process.	
8	Excellent work, but turn around was too long.	
9	Great job considering the volume they are tasked with.	
10	GSR kits usually completed (and results posted) in 45 days....	
11	Meets our requirements	
12	Wait too long	
13	We've had some serious delays on Fiber analysis but, again, hopefully that's been resolved.	
14	n/a	
15	Acceptable turnaround time varies from case to case.	
16	Kristin Dedrick is excellent.	
17	All three kits were processed and returned without any problems	
18	Same thing tooooooooooooooooooooooo long, but in this case it worked out, cause the accused died before results were back in to make an arrest	
19	time for analysis was unsatisfactory	
20	Same as stated previously	

GBI Crime Lab End User Survey

Would you find it a benefit for the GBI Crime Lab to provide a Major Case Manager to assist your personnel and answer questions during the analytical process?		
Answer Options	Response Percent	Response Count
Yes	81.3%	256
No	18.7%	59
<i>answered question</i>		315
<i>skipped question</i>		34




Appendix: Forensic Scientists Job Announcements

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U.S. Army Criminal Investigation Command

Job Title: Supv Chemist (Forensic Chemist-Trainer/Researcher)
Department: Department Of The Army
Agency: Army Criminal Investigation Command
Job Announcement Number: SCDV100648383D

SALARY RANGE: \$85,500.00 - \$111,148.00 /year
OPEN PERIOD: Tuesday, November 30, 2010 to Tuesday, December 14, 2010
SERIES & GRADE: GS-1320-13/13
POSITION INFORMATION: - Term Position Not to Exceed: 2 years -- Full Time
PROMOTION POTENTIAL: 00
DUTY LOCATIONS: 1 vacancy - GA - Ft. Gillem
WHO MAY BE CONSIDERED: Public

JOB SUMMARY:
 Challenge Yourself - Be an Army Civilian - Go Army!

Civilian employees serve a vital role in supporting the Army mission. They provide the skills that are not readily available in the military, but crucial to support military operations. The Army integrates the talents and skills of its military and civilian members to form a Total Army.

Changes to the Job Announcement: AMENDMENT

Organization(s):
 US Army Criminal Investigation Laboratory, Office of the Director, Forensic Analysis Division, Reachback Operations Center, Fort Gillem, GA

About the Position: CONDITIONS OF EMPLOYMENT

- a. Must be able to lift up to 40 lbs.
- b. Must participate in DNA profiling database within the USACIL.
- c. Must be able to obtain and maintain a Secret security clearance.
- d. Annual medical examination is required.
- e. This position is subject to the Lautenberg Amendment/Domestic Violence Misdemeanor Amendment to the Gun Control Act of 1968.
- f. Position requires employee to wear protective clothing.
- g. Requires TDY up to 15%.

Who May Apply: Click [here](#) for more information.
 • All U. S. citizens and Nationals with allegiance to the United States.

KEY REQUIREMENTS:

- U.S. Citizen


Duties


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Additional Duty Location Info:

1 vacancy - GA - Ft. Gillem

The Selectee duties are serves as a technical expert and trainer for Forensic Chemist assigned to the US Army Criminal Investigation Laboratory, (USACIL). Design, develop and deliver a curriculum and materials to train employees in the forensic discipline of explosives and chemistry. Develops a curriculum that will teach how to conduct visual, chemical, photographic, and other scientific and instrumental examinations, as needed, of complex submissions of physical evidence to form an opinion regarding professional and scientific

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Agency Information:
 Central Resume Processing Center
 314 Johnson Street
 Aberdeen Proving Ground, MD 21005-5283

Questions about this job:
 Central Resume Processing Center
 Phone: 410-306-0137
 Email: applicanthehelp@cpsrxtp.belvoir.army.mil

Job Announcement Number: SCDV100648383D
Control Number: 2095227

work in the area of forensic chemistry. Helps establish standards and procedures for and participates in activities such as instrument maintenance and calibration, standards maintenance, reagent testing, the establishment and updating of data bases, proficiency testing, and continuing lifecycle training for all forensic chemists within the division.

Qualifications and Evaluations

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QUALIFICATIONS REQUIRED:

Click on link below to view qualification standard.

[General Schedule](#)

- BASIC REQUIREMENT: Degree: physical sciences, life sciences, or engineering that included 30 semester hours in chemistry, supplemented by course work in mathematics through differential and integral calculus, and at least 6 semester hours of physics. OR Combination of education and experience -- course work equivalent to a major as shown in A above, including at least 30 semester hours in chemistry, supplemented by mathematics through differential and integral calculus, and at least 6 semester hours of physics, plus appropriate experience or additional education. Specialized Experience: 1 year equivalent to at least next lower grade level. INFORMATION: ICTAP: Surplus or displaced Federal Civil Service employees must be rated well qualified in order to be considered under the ICTAP programs. In order to be rated well qualified for this position, you must receive a rating of 90 or above, excluding veterans preference, if applicable. VETERANS PREFERENCE: For information on veterans preference, please refer to the following website: <http://www.opm.gov/veterans/html.vetguide.asp>. MILITARY SPOUSE PREFERENCE; For information on military spouse preference, please refer to the following website: <http://www.cpms.osd.mil/fas/staffing/pdf/st006.pdf>
- The experience described in your resume will be evaluated and screened for the Office of Personnel Management's basic qualifications requirements, and the skills needed to perform the duties of this position as described in this vacancy announcement.
- One year of experience in the same or similar work equivalent to at least the next lower grade or level requiring application of the knowledge, skills, and abilities of the position being filled.
- Only degrees from an accredited college or university recognized by the Department of Education are acceptable to meet positive education requirements or to substitute education for experience. For additional information, please go to the Office of Personnel Management (OPM) and U.S. Department of Education websites at - <http://www.opm.gov/qualifications> and <http://www.ed.gov/admins/finaid/accred/index.html>
- GS-12 and above: Bachelor's degree directly related to this occupation and 1 year of experience directly related to this occupation equivalent to the next lower grade level.

Other Requirements:

Click [here](#) for more information.

- Must be able to obtain and maintain a Secret security clearance.
- Male applicants born after December 31, 1959 must complete a Pre-Employment Certification Statement for Selective Service Registration.
- Direct Deposit of Pay is Required.
- Position requires employee to wear a uniform and/or protective clothing.
- Failure to provide all of the required information as stated in the vacancy announcement may result in an ineligible rating or may affect the overall rating.
- One year trial/probationary period may be required.

HOW YOU WILL BE EVALUATED:

Resumes will be evaluated for basic qualifications requirements and for the skills needed to perform the duties of the position, as described in this vacancy announcement and identified by the Selecting Official for the position.

Benefits and Other Info

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BENEFITS:

The Department of Defense offers excellent benefits programs some of which may include:

- Comprehensive health and life insurance
- Competitive salaries
- Generous retirement programs
- Paid holidays, sick leave, and vacation time
- Flexible work environment and alternate work schedules
- Paid employment related training and education
- Possible student loan repayment
- Payment of licenses, certification, and academic degrees as applicable
- Bonuses, incentives, and awards as appropriate for the job.

OTHER INFORMATION:

Click [here](#) for more information.

- To successfully claim veteran's preference, your resume/supplemental data must clearly show your entitlement. Please review the information listed under the Other Requirements link on this announcement or review our on-line Job Application Kit.
- Multiple positions will be filled from this announcement.
- Selection is subject to restrictions resulting from Department of Defense referral system for displaced employees.
- The Department of Defense (DoD) policy on employment of annuitants will be used in determining eligibility of annuitants. The DoD policy is available on <http://www.cpms.osd.mil/ASSETS/E8AB932EA1E44617BAC7222922E42A62/DoDI140025->

[V300.pdf](#)

- This is a Career Program Position (CP). # 16
- Salary includes applicable locality pay or Local Market Supplement.
- In accordance with section 9902(h) of title 5, United States Code, annuitants reemployed in the Department of Defense shall receive full annuity and salary upon appointment. They shall not be eligible for retirement contributions, participation in the Thrift Savings Plan, or a supplemental or redetermined annuity for the reemployment period. Discontinued service retirement annuitants (i.e., retired under section 8336(d)(1) or 8414(b)(1)(A) of title 5, United States Code) appointed to the Department of Defense may elect to be subject to retirement provisions of the new appointment as appropriate. (See DoD Instruction 1400.25, Volume 300, at <http://www.dtic.mil/whs/directives>.)
- This position is a TERM position. It is temporary and may be extended up to a maximum of four years.
- Payment of Permanent Change of Station (PCS) costs is authorized, subject to the provisions of the Joint Travel Regulations.

Other Advantages: BENEFITS: The Department of Army offers excellent benefits programs some of which may include: Comprehensive health and life insurance, Competitive salaries, Generous retirement programs, paid holidays, sick leave, and vacation time, Flexible work environment and alternate work schedules, Paid employment related training and education, Possible student loan repayment, Payment of licenses, certification, and academic degrees as applicable, Bonuses, incentives, and awards.

How To Apply

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HOW TO APPLY:

Click [here](#) for more information.

- Resumes must be received by the closing date of this announcement.
- Self-nomination must be submitted by the closing date. Applicants wishing to withdraw from consideration may contact the Central Resume Processing Center at (410) 306- 0137 or applicanthelp@cpsrxtp.belvoir.army.mil.
- Resume must be on file in our centralized database.
- Announcements close at 12:00am (midnight) Eastern Time.
- You must have an ACTIVE resume with the Army Centralized Resumix database before you submit your Self-nomination. If you do not have an ACTIVE resume on file, please click here to use the [Army Resume Builder](#) to create or update your resume.

REQUIRED DOCUMENTS:

- You will be required to provide proof of U.S. Citizenship.
- If selected, official college or university transcript must be submitted.

AGENCY CONTACT INFO:

Central Resume Processing Center	Agency Information:
Phone: 410-306-0137	Central Resume Processing Center
Email:	314 Johnson Street
applicanthelp@cpsrxtp.belvoir.army.mil	Aberdeen Proving Ground, MD
	21005-5283

WHAT TO EXPECT NEXT:

Once this announcement closes, candidates will be evaluated using an automated system, (Resumix) which compares your skills and experience as described in your resume with the requirements of the position. If you are found to be a highly qualified candidate, you will be referred to the selecting official for further consideration. (In some cases, individuals with priority for special consideration must be considered and selected before other candidates.) Whether or not you are contacted for an interview depends upon the location of the position and the judgment of the selecting official. You can view the status of announcements that you applied for through our automated response system, ANSWER, accessed through our Civilian Personnel On-Line web page.

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U.S. Army Criminal Investigation Command

Job Title: Biologist (DNA TECH LEAD-DATABASE)
Department: Department Of The Army
Agency: Army Criminal Investigation Command
Job Announcement Number: SCDV100696824D

SALARY RANGE: \$101,035.00 - \$131,343.00 /year
OPEN PERIOD: Friday, December 03, 2010 to Friday, January 07, 2011
SERIES & GRADE: GS-0401-14/14
POSITION INFORMATION: - This is a Permanent position. -- Full Time
DUTY LOCATIONS: 1 vacancy - GA - Ft. Gillem
WHO MAY BE CONSIDERED: Public

JOB SUMMARY:
 Challenge Yourself - Be an Army Civilian - Go Army!

Civilian employees serve a vital role in supporting the Army mission. They provide the skills that are not readily available in the military, but crucial to support military operations. The Army integrates the talents and skills of its military and civilian members to form a Total Army.

Organization(s):
 US Army Criminal Investigation Laboratory, Office of the Director, Forensic Analysis Division, Combined DNA Index System Branch, Fort Gillem, GA

About the Position: NOTE:

Incumbent is required to participate in DNA profiling database within the USACIL.

Who May Apply: Click [here](#) for more information.
 • All U. S. citizens and Nationals with allegiance to the United States.

KEY REQUIREMENTS:

- U.S. Citizen

Duties

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Additional Duty Location Info:

1 vacancy - GA - Ft. Gillem


Serves as the technical authority for the DNA database laboratory and performs production work as a qualified DNA examiner. The DNA technical leader ensures the quality and integrity of the DNA data, ensures compliance with the Federal Bureau of Investigation (FBI) Quality Assurance Standards (QAS) for DNA Databasing Laboratories as required for participation in the Combined DNA Index System and must meet the requirements for education, training and experience required by the FBI QAS for technical leaders. Responsibilities include but are not limited to proposing, performing, evaluating and/or documenting approval of: validations, DNA methods, DNA training, technical specifications for outsourcing agreements, internal and external DNA audits, quality assurance programs, safety, equipment maintenance, analysis of offender samples, technical review of others work and the sample tracking system. Uses excellent oral and written communication skills daily and interacts with many people.

Qualifications and Evaluations

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QUALIFICATIONS REQUIRED:
 Click on link below to view qualification standard.

- [General Schedule](#)
- Basic Requirement Degree: Basic Requirements: Degree: biological sciences, agriculture,

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Job Announcement Number:

SCDV100696824D
Control Number: 2110116

natural resource management, chemistry, or related disciplines appropriate to the position. OR Combination of education and experience -- Courses equivalent to a major, as shown in A above, plus appropriate experience or additional education. Specialized Experience: 1 year equivalent to at least next lower grade level GS-13. Specialized Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. INFORMATION: ICTAP: Surplus or displaced Federal Civil Service employees must be rated well qualified in order to be considered under the ICTAP programs. In order to be rated well qualified for this position, you must receive a rating of 90 or above, excluding veterans preference, if applicable. VETERANS PREFERENCE; For information on veterans preference, please refer to the following website: <http://www.opm.gov/veterans/html.vetguide.asp>. MILITARY SPOUSE PREFERENCE; For information on military spouse preference, please refer to the following website: <http://www.cpms.osd.mil/fas/staffing/pdf/st006.pdf>.

- The experience described in your resume will be evaluated and screened for the Office of Personnel Management's basic qualifications requirements, and the skills needed to perform the duties of this position as described in this vacancy announcement.
- One year of experience in the same or similar work equivalent to at least the next lower grade or level requiring application of the knowledge, skills, and abilities of the position being filled.
- Only degrees from an accredited college or university recognized by the Department of Education are acceptable to meet positive education requirements or to substitute education for experience. For additional information, please go to the Office of Personnel Management (OPM) and U.S. Department of Education websites at - <http://www.opm.gov/qualifications> and <http://www.ed.gov/admins/finaid/accred/index.html>
- On your resume, please include college/university, dates attended, degree achieved, semester hours earned, GPA, major field of study, 24 semester hours of specific courses and course hours in your major. Failure to provide this education information on your resume may result in an ineligible rating.
- GS-12 and above: Bachelor's degree directly related to this occupation and 1 year of experience directly related to this occupation equivalent to the next lower grade level.

Other Requirements:

Click [here](#) for more information.

- Must be able to obtain and maintain a Secret security clearance.
- A medical examination is required.
- Male applicants born after December 31, 1959 must complete a Pre-Employment Certification Statement for Selective Service Registration.
- Direct Deposit of Pay is Required.
- One year trial/probationary period may be required.

HOW YOU WILL BE EVALUATED:

Resumes will be evaluated for basic qualifications requirements and for the skills needed to perform the duties of the position, as described in this vacancy announcement and identified by the Selecting Official for the position.

Benefits and Other Info

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BENEFITS:

The Department of Defense offers excellent benefits programs some of which may include:

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- Generous retirement programs
- Paid holidays, sick leave, and vacation time
- Flexible work environment and alternate work schedules
- Paid employment related training and education
- Possible student loan repayment
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- Bonuses, incentives, and awards as appropriate for the job.

OTHER INFORMATION:

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- The Department of Defense (DoD) policy on employment of annuitants will be used in determining eligibility of annuitants. The DoD policy is available on <http://www.cpms.osd.mil/ASSETS/E8AB932EA1E44617BAC7222922E42A62/DoDI140025-V300.pdf>
- This is a Career Program Position (CP). # 16
- Salary includes applicable locality pay or Local Market Supplement.
- In accordance with section 9902(h) of title 5, United States Code, annuitants reemployed in the Department of Defense shall receive full annuity and salary upon appointment. They shall not be eligible for retirement contributions, participation in the Thrift Savings Plan, or a supplemental or redetermined annuity for the reemployment period. Discontinued service retirement annuitants (i.e., retired under section 8336(d)(1) or 8414(b)(1)(A) of title 5, United States Code) appointed to the Department of Defense may elect to be subject to retirement provisions of the new appointment as appropriate. (See DoD Instruction 1400.25, Volume 300, at <http://www.dtic.mil/whs/directives>.)
- Payment of Permanent Change of Station (PCS) costs is authorized, subject to the provisions of the Joint Travel Regulations.
- Temporary Duty (TDY) travel is 15 percent.

Other Advantages: BENEFITS: The Department of Army offers excellent benefits programs some of which may include: Comprehensive health and life insurance, Competitive salaries, Generous retirement programs, Paid holidays, sick leave, and vacation time. Flexible work environment and alternate work schedules. Paid employment related training and education. Possible student loan repayment. Payment of licenses, certification, and academic degrees as applicable? Bonuses, incentives, and awards as appropriate for the job.

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REQUIRED DOCUMENTS:

- You will be required to provide proof of U.S. Citizenship.
- If selected, official college or university transcript must be submitted.

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applicanthelp@cpsrctp.belvoir.army.mil	Aberdeen Proving Ground, MD
	21005-5283

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