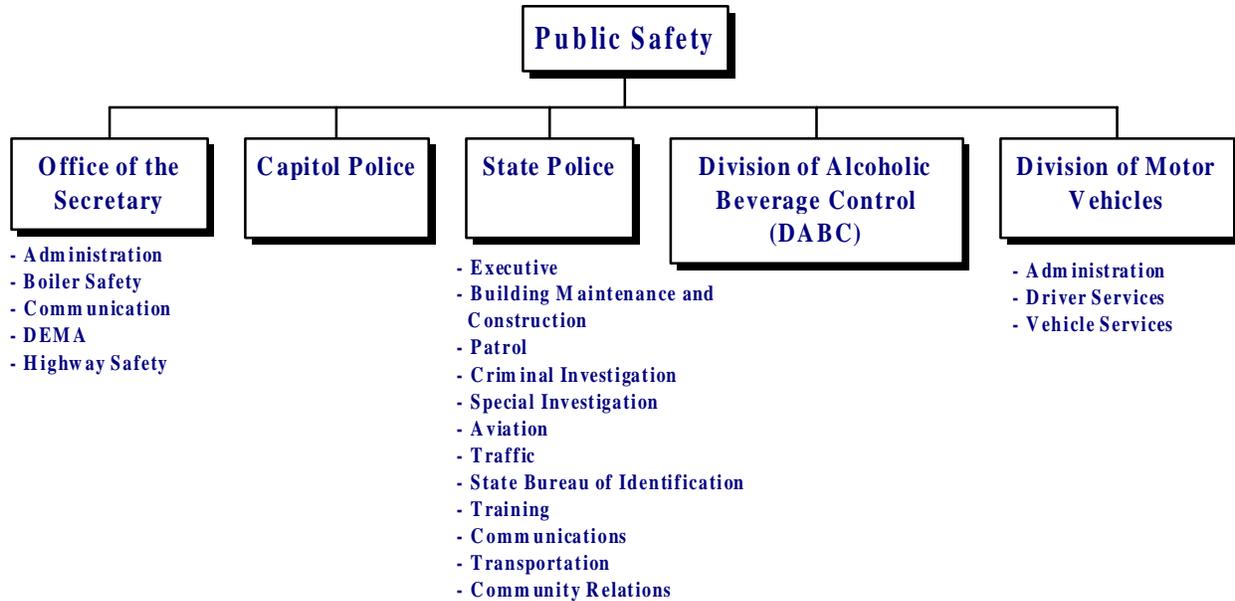


# PUBLIC SAFETY

## 45-00-00



### MISSION

*"Promoting public safety through teamwork and quality customer service."*

The mission of the Department of Public Safety is to provide the vision and fundamental direction for the divisions to work together and focus on the customers - the citizens of the State of Delaware.

Each, whether as an individual employee within the department or as a member of the public served, share in Delaware's quality of life. Each of the state's citizens, property owners and visitors are shareholders in the department's mission of providing for the public's safety.

The department will strive to fulfill this mission by delivering competent, compassionate and efficient service to each customer, while respecting his or her role and responsibility as a partner in the process.

### KEY OBJECTIVES

- **Reduce incidence of crime**

While all complaints and crimes throughout Delaware are significant and require appropriate

response, the department intends to concentrate on those crimes occurring within its service areas, specifically those crimes which are more serious and more feared by citizens and visitors to the state: (1) violent crimes, which are defined as homicide, rape, aggravated assault, robbery; and (2) Part I crimes which encompass the violent crimes listed above plus burglary, theft and motor vehicle theft.

- **Reduce crashes upon Delaware's roadways as well as resultant fatalities and injuries**

Crashes upon Delaware's roadways have increased by 16 percent since 1993. Meanwhile, injuries resulting from crashes have increased by 21 percent and fatalities have increased by 24 percent during the same period. As of the end of October 1998, year-to-date fatalities are down 14 percent from 1997; however, they are still five percent greater than 1996. Currently, Delaware experiences safety belt and child restraint usage rates well below the national average. By employing various strategies, from public education campaigns to aggressive enforcement to advocacy and passage of legislation, the department expects to positively impact these very real and very frightening crash, injury and fatality statistics.

# PUBLIC SAFETY

## 45-00-00

- Protect the public from disaster**

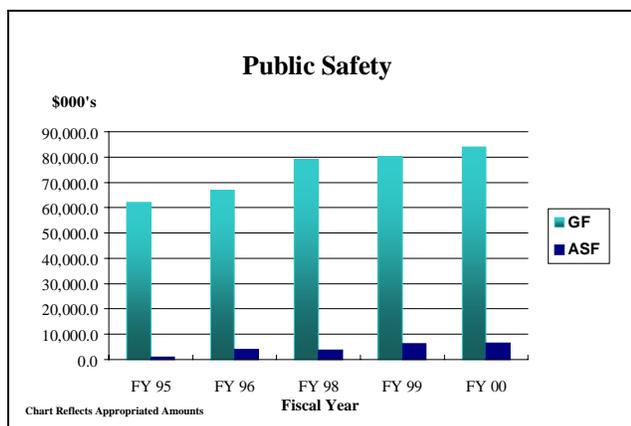
The department provides prevention and intervention activities that individuals cannot provide for themselves. An example would be Delaware Emergency Management Agency's (DEMA) key objective to create disaster-resistant communities.

- Reduce abuse and inappropriate use of alcohol, tobacco and other drugs**

While the department is employing many strategies targeted at reducing alcohol and other substance abuse, a major focus of both the President and the Governor is to reduce youth access to products that may be legally obtained and used by adults. Benefits of these policies include improved health, wellness and longevity as well as reducing the likelihood of moving into stronger, more dangerous, and illegal substance use. Alcohol and cigarettes are considered "gateway drugs" which lower inhibitions, particularly in youths, toward use of illegal substances.

- Improve the quality of life of citizens and visitors**

The department believes that all the activities and services it provides are intended to improve the quality of life in Delaware. Additionally, the department helps set quality standards of living and strives to continually improve them.



### BUDGET

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	79,024.5	80,241.2	84,002.4
ASF	3,688.6	6,176.6	6,422.4
<b>TOTAL</b>	<b>82,713.1</b>	<b>86,417.8</b>	<b>90,424.8</b>

### POSITIONS

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	1,025.6	1,041.2	1,052.5
ASF	41.5	52.5	52.5
NSF	51.4	62.8	61.5
<b>TOTAL</b>	<b>1,118.5</b>	<b>1,156.5</b>	<b>1,166.5</b>

### FY 2000 BUDGET HIGHLIGHTS

#### OPERATING BUDGET:

- ◆ Recommend enhancement of \$179.1 and one-time funding of \$50.0 in the Budget Office's Contingency for the State Police Comprehensive Recruitment Strategy.
- ◆ Recommend one-time funding of \$106.4 in the Budget Office's Contingency for the School Resource Officer Program.
- ◆ Recommend one-time funding of \$96.0 in the Budget Office's Contingency for the purchase of mobile data computer peripheral equipment to include 60 printers and 60 bar code readers. Recommend enhancement of \$88.4 for operational costs for 134 mobile data computers.
- ◆ Recommend enhancement of \$115.0 for the Division of Motor Vehicles to acquire a document imaging system through a lease program.
- ◆ Recommend one-time funding of \$100.0 in the Budget Office's Contingency to upgrade the voice processing units for the telephone systems in the Division of Motor Vehicles.
- ◆ Recommend one-time funding of \$210.0 in the Budget Office's Contingency for patrol vehicles.
- ◆ Recommend one-time funding of \$22.3 in the Budget Office's Contingency for portable radio battery replacements for the 800 MHz Digital Trunked Radio System.
- ◆ Recommend one-time funding of \$10.0 in the Budget Office's Contingency for advertising to provide the required public notice on comprehensive changes to Alcoholic Beverage Control Commission (ABCC) rules.
- ◆ Recommend one-time funding of \$50.0 in the Budget Office's Contingency for a planning study to replace the licensing and enforcement database in the Division of Alcoholic Beverage Control.

## **PUBLIC SAFETY**

### **45-00-00**

- ◆ Recommend one-time funding of \$302.0 ASF to upgrade existing emissions equipment for the Division of Motor Vehicles.

#### **CAPITAL BUDGET:**

- ◆ Recommend \$5,000.0 for the construction of a new State Police Troop 2 facility. This facility is expected to be constructed in the southern New Castle County area.
- ◆ Recommend \$460.0 for the fifth year lease funding of the Delaware State Police helicopter replaced in Fiscal Year 1996.
- ◆ Recommend \$700.0 to supplement the Minor Capital Improvements and Equipment Program.

## **OFFICE OF THE SECRETARY**

### **45-01-00**

#### **MISSION**

To promote public safety by coordinating and advocating for related policy and resources as well as serving as a liaison with the Governor's Office, other state and non-state agencies and the community at large.

#### **KEY OBJECTIVES**

- Provide broad policy and fiscal guidance to the operating divisions.
- Encourage collaborative approaches to problem-identification and problem solving.
- Coordinate policy, administrative and support functions for the department, including budgetary/fiscal activities, public relations, information technology, legislative activities and constituent relations.
- Continue implementation of and sustain initiatives commenced during the Administration's first term in office.

#### **BACKGROUND AND ACCOMPLISHMENTS**

Since the current administration has been in office, the department's role in many policy areas has increased dramatically. For instance, the Secretary of Public Safety serves as chair on a number of commissions/councils and participates in the Governor's Family Services Cabinet Council (FSCC), the Domestic Violence Coordinating Council and the State Emergency Response Commission (SERC).

The Office of the Secretary provides:

- Leadership/coordination of the Law Enforcement Subcommittee of the Domestic Violence Coordinating Council.
- Leadership/coordination of FSCC's Strong Communities Initiatives.
- Coordination of the FSCC's Substance Abuse Strategy.
- Crime Bill coordination.
- Administration of State Aid to Local Law Enforcement (Grant-in-Aid appropriation).

## PUBLIC SAFETY

### 45-00-00

- Coordination and development of departmental civilian employee training programs.
- Departmental technology coordination and implementation.
- Divisional organizational development.

The Office of the Secretary has successfully managed continuing increases in responsibility by:

- Participating directly in the strategic planning and organizational development issues affecting individual divisions, such as DABC re-engineering and DMV Total Quality Initiatives.
- Continuing a department-wide civilian training program. The program focuses on training in customer service, computer skills and employee development as a requirement of all civilian employees within the department over a three-year period.
- Implementing the Operations Management System (OMS), an integrated accounting and financial reporting program, throughout the department. This program eliminates duplicate entry of financial documents and provides instant financial reporting.

#### BUDGET

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	5,881.6	3,766.4	3,909.3
ASF	36.6	304.9	306.9
<b>TOTAL</b>	<b>5,918.2</b>	<b>4,071.3</b>	<b>4,216.2</b>

#### POSITIONS

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	52.4	51.4	50.4
ASF	1.0	1.0	1.0
NSF	29.1	29.1	29.1
<b>TOTAL</b>	<b>82.5</b>	<b>81.5</b>	<b>80.5</b>

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#### **ADMINISTRATION**

##### **45-01-01**

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#### ACTIVITIES

- Provide guidance in the areas of policy planning, prioritization and implementation.
- Facilitate an organizational development process within the department.
- Provide outreach activities in communities to foster partnerships in the provision of services.
- Coordinate the department's fiscal activities.

- Provide public relations assistance to the divisions and coordinate department's public relation activities.
- Develop and advocate for the department's legislative agenda.
- Administer the State Aid to Local Law Enforcement and related programs.

#### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
% fiscal documents received, reviewed and processed within three days	99	90	99
% constituent contacts responded to within three days	96	88	98

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#### **BOILER SAFETY**

##### **45-01-10**

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#### MISSION

To promote public safety through inspection of boilers and pressure vessels, and providing education on the operation, maintenance and repair of boilers and pressure vessels in the State of Delaware.

#### KEY OBJECTIVES

- Decrease the number of overdue boiler and pressure vessel inspections by 75 percent by the end of Fiscal Year 2000. Bring up-to-date by the end of Fiscal Year 2001.
- Perform spot reviews of selected boiler and pressure vessel inspections performed by insurance inspectors to audit for quality of inspections.
- Increase ability to inspect new installations of boilers and pressure vessels, reviewing 10 percent annually.
- Replace existing database in order to continue operating beyond the January 2000 date transition.

#### BACKGROUND AND ACCOMPLISHMENTS

The Division of Boiler Safety is comprised of inspectors holding commissions issued by the National Board of Boiler and Pressure Vessel Inspectors. The purpose of the agency is to promote greater safety to life and property by maintaining uniformity in the construction,

# PUBLIC SAFETY

## 45-00-00

installation, inspection and repair of boilers and pressure vessels. This assures acceptance among jurisdictional authorities responsible for the administration and enforcement of the various sections of the American Society of Mechanical Engineers Boiler and Pressure Vessel Code.

The division has elicited the cooperation of New Castle, Kent and Sussex County Code Enforcement Departments, and the City of Wilmington's Mechanical Inspection Department in informing the division when new boilers are installed so inspection can be made prior to issuance of Certificate of Occupancy.

The division is working with the DELJIS computer mainframe database to simplify the division's court proceedings, thereby reducing the number of staff hours required.

The division continues to conduct joint shop reviews which are thorough examinations of the practices and policies of boiler and pressure vessel manufacturers and repair companies.

The division has increased the number of safety training seminars conducted, and has included school district maintenance personnel and custodians, in addition to contractors, operators and code enforcement personnel.

### ACTIVITIES

- Maintain data on approximately 19,000 boilers and pressure vessels.
- Inspect approximately 5,400 objects.
- Commission private insurance inspectors operating within Delaware and monitor over 13,700 inspections performed by them.
- Ensure quality of inspections through random on-site spot checks.
- Investigate boiler and pressure vessel accidents.
- Conduct safety-training seminars on boiler and pressure vessel operation, maintenance and repair.
- Review 30-40 manufacturers and repair companies of boiler and pressure vessels.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# overdue inspections	--	1,300*	325
% insurance inspections reviewed	--	10	20
% boiler violations corrected within 60 days	68**	75	75
# boiler safety seminars	6	3	4

*\*Approximate.*

*\*\*FY 1998 performance measure goal was 73% boiler violations corrected within 60 days. This reduction in expected performance is due to extended vacancy of an inspector position.*

### COMMUNICATION

45-01-20

### MISSION

To promote public safety through the installation, removal, repair, modification and alignment of the state's communications systems and electronic equipment, in-shop and at remote locations throughout the State. As resources permit, the division extends its maintenance services to support fire, rescue, ambulance companies, county and municipal agencies.

### KEY OBJECTIVES

- Support and maintain the statewide 800 MHz system, focusing on minimizing customer outages, thereby maximizing the customers' ability to fulfill their mission.
- Expand support and maintenance services to non-state agencies and new technologies as resources permit.
- Continue specialized 800 MHz training for technicians. In addition, provide technician training in new technologies as resources and customer demand permit.

### BACKGROUND AND ACCOMPLISHMENTS

The Division of Communications is working cooperatively with the Office of Telecommunications Management (OTM) and other state agencies to complete implementation of the 800 MHz Digital Trunked Radio System. This statewide trunked radio system will link all state agencies with a single

# PUBLIC SAFETY

## 45-00-00

communication capability. This project partners the Division of Communications, Office of Information Services (OIS) and the Office of Telecommunications Management (OTM), with both internal state users of radio communications and external customers, including the fire service and local law enforcement agencies.

Final acceptance of the 800 MHz system statewide has occurred. The division will assume total maintenance support for the system infrastructure in October 1999. In addition, 800 MHz end user service will be available for a fee to those already authorized in the Delaware Code, such as fire, rescue and ambulance companies. This was also amended to include counties and municipalities.

The division was instrumental in the installation of mobile data computers (MDCs) and global positioning systems in State Police patrol cars under a pilot program implemented in New Castle County.

The division also assisted the Department of Natural Resources and Environmental Control in the installation of radio systems for its New Castle County and Sussex County Operations. The division also installed speakers in the offices at Legislative Hall and the Tatnall Building.

The division was successful in developing a career ladder program to assist in obtaining and maintaining qualified technicians critical to the implementation of the 800 MHz system.

### ACTIVITIES

- Support and maintain over 7,228 pieces of equipment throughout the State, including: portable and fixed radio equipment; sirens; public address systems; radar equipment; and 911 consoles.
- Support and maintain digital microwave systems.
- Participate in the planning and implementation of radio systems.
- Emergency response to incidents affecting communications.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# scheduled maintenance actions	N/A*	1,450	2,800
# days for installations	>5**	<5**	**

\*Actual not available due to the extended vacancy of the position monitoring performance data.

\*\*Due to ongoing conversion to 800 MHz radios, the number of days from receipt of request to installation is now months. Hundreds of requests for installation are received per day.

In November 1998, the division began utilizing an automated work/inventory system. During Fiscal Year 1999, data to establish benchmarks will be gathered with the anticipation that improved performance measures will be submitted for Fiscal Year 2001 strategic planning and budget processes.

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### DELAWARE EMERGENCY MANAGEMENT AGENCY (DEMA) 45-01-30

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### MISSION

The Delaware Emergency Management Agency (DEMA) is responsible for the administration of statewide planning, training, mitigation and the coordination of effective emergency response to natural and technological emergencies which may threaten Delaware's citizens and economic base. In carrying out its mission, DEMA fosters intergovernmental coordination at the local, state and federal level.

### KEY OBJECTIVES

- Ensure that federal and state mandates for services are accomplished, including statewide disaster mitigation.
- Continue to increase disaster response and recovery capabilities.
- In conjunction with the Federal Emergency Management Agency (FEMA), assist communities in planning to become disaster-resistant communities.
- In cooperation with State Police, Delaware Fire School, Division of Public Health and local law enforcement agencies, plan and implement training in terrorism for the "first responder" community.

# PUBLIC SAFETY

## 45-00-00

### BACKGROUND AND ACCOMPLISHMENTS

The Delaware Emergency Management Agency (DEMA), along with local organizations for emergency management, address the possibility of occurrence of emergencies, including natural, radiological and chemical hazards and situations pertaining to civil defense and public peace.

DEMA continues to coordinate and participate in both disaster response and preparedness activities. Agency accomplishments since 1993 include:

- Reorganized division along functions to improve service delivery to customers.
- Obtained six Presidential declarations and administered over \$20 million in federal disaster recovery.
- Completed a new Delaware Emergency Operations Plan, which has been adopted by two African nations as a model for their emergency planning efforts.
- Via enacted legislation, the State of Delaware became a member of the Emergency Management Assistance Compact, which permits the sharing of resources between states during major emergencies or disasters.
- Developed private-public as well as state-local partnerships to coordinate resources for response to and recovery from emergencies.
- Expanded natural hazard mitigation programs to include land use planning and regional and national initiatives.
- Secured federal funding for the earthquake protection program.
- The new state-of-the-art Emergency Operations Center (EOC) will be completed and operational in Spring, 1999.
- Participated in the FEMA Capability Assessment for Readiness.
- Completed comprehensive revision of the Delaware Emergency Management Agency's Code.
- Conducted workshops and developed plans for anti-terrorism and bomb threats for state agencies.
- Initiated a statewide Hazardous Materials Resource study and a Community Flow study for Hazardous Materials Transportation.

### ACTIVITIES

- Plan and respond in areas of radiological, chemical and natural hazards.

- Prepare the Delaware Emergency Operations Plan (DEOP).
- Activate the Emergency Operations Center as the central point of coordination for pre-disaster, ongoing and post-disaster activities.
- Coordinate post-emergency recovery efforts through DEMA/FEMA.
- Conduct drills in preparation for emergencies.

### PERFORMANCE MEASURES\*

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
% completion of new Emergency Operations Center (EOC)**	75	100	N/A
# trainings completed			
- FEMA	9		10
- non-FEMA	30	18	27
% FEMA-negotiated activities completed satisfactorily	95	100	100
% operating in a paperless environment	N/A	40**	50

\*Data is collected based on the Federal Fiscal Year (October 1 through September 30).

\*\*Approximate.

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## HIGHWAY SAFETY

### 45-01-40

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### MISSION

The Office of Highway Safety (OHS) is committed to developing and implementing a comprehensive strategy aimed at saving lives and preventing injuries on Delaware's roadways.

Further, OHS promotes public safety through the administration and distribution of federal highway safety funds for a variety of state and local highway safety programs and initiatives. OHS is committed to providing accurate and timely data coupled with quality customer service.

### KEY OBJECTIVES

- **Occupant protection** – By calendar year 2001, increase safety belt usage from current 57 percent to 85 percent and child safety seat usage from 68 percent to 80 percent.
- **Alcohol and other drugs** – By calendar year 2002, reduce alcohol-related fatalities and injuries from the current 38 percent to 29 percent and 13 percent to 4 percent, respectively.

# PUBLIC SAFETY

## 45-00-00

- **Aggressive Driving** - Reduce crashes resulting from aggressive driving-related behaviors; decrease intersection-related crashes by 10 percent and speed-related crashes by 2 percent.
- **Traffic Records and Safety Management System** - Continue to work with state, local and federal agencies to ensure a system that will allow for comprehensive analysis of traffic safety problems statewide.
- **Community Traffic Safety Programs (CTSPs)** - Continue Safe Communities approach by coordinating and maintaining CTSPs in each county in the state.

### BACKGROUND AND ACCOMPLISHMENTS

The Office of Highway Safety coordinates highway safety programming focused on: public outreach and education; aggressive enforcement; promoting of new safety technology; integrating public health strategies and techniques; collaborating with safety and business organizations; and cooperating with state and local governments. Programming resources are directed but not limited to, the following national and state priority areas: occupant protection, impaired driving, emergency medical services, traffic records, motorcycle safety, pedestrian and bicycle safety, police traffic services, speed control and roadway safety.

The office successfully established a Community Traffic Safety Program in all three counties, designed to identify community traffic safety problems and develop action plans to address community-based highway safety issues.

In cooperation with the Delaware State Police and other local agencies, efforts to increase child restraint and safety belt usage have included administering child safety seat checkpoints, conducting car seat safety clinics as well as conducting observational surveys statewide.

The Department of Transportation and OHS continue to work together to implement a statewide Safety Management System.

### ACTIVITIES

- **Problem identification.** Includes identification of actual and potential traffic safety hazards and effective counter-measures.

- **Administration.** Includes preparation of Annual Highway Safety Plan and distribution of federal funds to state, local and private agencies.
- **Monitoring and evaluation.** Includes monitoring and evaluation of approved highway safety projects, and monitoring of legislative initiatives that impact highway safety.
- **Public information and education.** Includes development and coordination of numerous public awareness activities with particular emphasis on graduated drivers license, impaired driving, occupant protection, aggressive driving, bicycle and pedestrian safety, and speed reduction.

OHS will continue to use ongoing analysis of traffic crash data as a means to measure progress towards desired goals. Specific interest will be placed on all crashes involving alcohol, occupant protection usage, aggressive driving, pedestrian safety and bicycle helmet usage.

Data collection will focus on age/sex of drivers, blood alcohol concentration (BAC) level of drivers and pedestrians, county crash analysis, time of day/day of week and number of arrests by law enforcement agencies. Quarterly observational surveys will be used to measure statewide usage rates for safety belts, child safety seats and bicycle helmet usage. Campaign Safe and Sober will be used to promote highway safety issues throughout the State. Implementation of the statewide Safety Management System will be used to develop, establish and implement a system for managing highway safety.

Current performance measures adopted by OHS to be monitored and reported to the federal National Highway Traffic Safety Administration during program year 2000 include:

### PERFORMANCE MEASURES\*

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
% alcohol-related fatalities	34	32	31
% alcohol-related injuries	10.5	7	6
% safety-belt usage among all motorists	62	76	80
% child safety seat usage	80	77	80
% bicycle-related injuries among youth	68	40	38
% pedestrian-related injuries among youth	39	38	38

*\*Data is collected based on the Calendar Year (e.g. FY 1998 actual data reported is for Calendar Year 1997).*

# PUBLIC SAFETY

## 45-00-00

### CAPITOL POLICE

#### 45-02-00

#### MISSION

The Division of Capitol Police is dedicated to protect and serve the community and continually strive to:

- Ensure uninterrupted government by promoting the safety of state employees and visitors to state property and facilities.
- Interact with the community by involving leaders, organizations, and the public in a proactive law enforcement and crime prevention effort.
- Provide planning and training activities designed to combat the threat of mass or individual terrorism on state property or facilities.
- Provide police services in an efficient and professional manner.
- Provide specialized police services to the Judicial System and its environs.
- Coordinate with other law enforcement agencies and private security contractors during mission-essential operations.

#### KEY OBJECTIVES

- Expand qualified presence within the Carvel State Office Building and the court system in Sussex County.
- Meet the standards of State Accreditation per the Delaware Police Chiefs' Council, Inc.
- Implement a formalized community-policing program. As a part of this program, provide outreach to state employees and market services provided by Capitol Police.
- Continue to develop and enhance planning, training and exercises in emergency evacuation and threat procedures.

#### BACKGROUND AND ACCOMPLISHMENTS

On a daily basis, Capitol Police provides state employees and visitors to the State of Delaware, numerous services which "protect and serve."

Capitol Police participated in conjunction with the Delaware State Police and the Delaware Emergency Management Agency in the development and

implementation of anti-terrorism and bomb threat mitigation for all state employees. Likewise, they will be participating in training sessions to be given to private organizations. To date, emergency evacuation plans are in place for ten key state buildings.

Capitol Police also developed a plan to enhance court security within state court facilities. This plan has been implemented in New Castle and Kent counties.

A federal COPS Universal Hiring Program grant was secured to implement a community-policing program for the "state employee community". As a part of this community-policing effort, a customer survey has been performed to indicate strengths and areas for improvement in service as well as assessing the needs of the state employee community.

The division is currently in the process of implementing the new career development ladder, established in July 1998. This is expected to enhance recruitment and retention as well as meet the increasing demands for service, including but not limited to: facility threat planning, training and exercise; crime prevention and outreach activities.

#### BUDGET

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	1,509.3	1,510.3	1,570.4
ASF	--	--	--
<b>TOTAL</b>	<b>1,509.3</b>	<b>1,510.3</b>	<b>1,570.4</b>

#### POSITIONS

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	27.9	27.9	28.2
ASF	--	--	--
NSF	2.1	2.1	1.8
<b>TOTAL</b>	<b>30.0</b>	<b>30.0</b>	<b>30.0</b>

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### CAPITOL POLICE

#### 45-02-10

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#### ACTIVITIES

- Respond to complaints and requests for police service on state property.
- Investigate and prosecute all crimes and incidents, which occur on state property.
- Provide and maintain court security and weapons detection for all courts.

## PUBLIC SAFETY 45-00-00

- Provide and maintain a prisoner holding area that is accessible to other state, county, local and federal agencies.
- Provide executive protection for the Governor/Lieutenant Governor's Office, elected officials and the Judiciary.
- Detect, arrest, detain and/or transport all wanted persons within its jurisdiction.
- Supervise contracted security personnel within state facilities.
- Provide after-hour emergency response to state facilities.
- Provide law enforcement and related training and certification.
- Patrol designated areas on a 24-hour basis.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
Average response time (minutes)	3.0	2.5	2.5
% clearance rate *	96	95	95
% officers completed U.S. Marshall School court security training	42**	68	76
# in-service training hours provided (Council on Police Training requires 16 hours per year)	24	24	24

\*Clearance rate equals those complaints which have been resolved, either by arrest, report filed, etc. Data reflects total number of complaints resolved versus total number of complaints open in each quarter, averaged over the fiscal year.

\*\*FY 1998 performance goal was 57%. 4 officers were scheduled to attend during FY 1998, however, the program was overbooked. Officers rescheduled to attend in November 1998.

In addition, Capitol Police is working to improve the response time measure by moving from an average response time to setting goals for percentage of complaints which are responded to in a specified amount of time. A baseline for this will be established during Fiscal Year 1999.

## DIVISION OF ALCOHOLIC BEVERAGE CONTROL (DABC) 45-04-00

### MISSION

To ensure the health, safety and welfare of the public by regulating the activities of the alcoholic beverage industry and enforce the prohibition on the sale of tobacco to youth under 18, while permitting open competition and legal marketing practices that meet the lawful needs and convenience of the consumer.

### KEY OBJECTIVES

- Conduct customer service survey and focus groups to determine additional areas for operational improvements.
- Continue to implement the recommendations arising out of re-engineering efforts.
- Continue enforcement of state and federal statutes on the prohibition of the sale of tobacco to minors.
- In conjunction with the Alcoholic Beverage Control Commission (ABCC), revise, update and streamline the rules governing the alcoholic beverage industry.
- Continuously evaluate agent deployment and adjust accordingly.

### BACKGROUND AND ACCOMPLISHMENTS

Delaware has a three-tier system for the sale of alcoholic beverages: suppliers, wholesalers and retailers. The state control over the business of alcohol consumption, distribution and sale is performed through the licensing and enforcement process. Strict lines between suppliers, wholesalers and retailers exist so that there is no controlling interest among the three.

The Division of Alcoholic Beverage Control will continue its re-engineering efforts, focusing on two areas during Fiscal Year 1999-2000 by eliciting customer feedback through surveys and other avenues, such as focus groups, and working with the Alcoholic Beverage Control Commission (ABCC) to modernize the rules governing the alcoholic beverage industry.

**PUBLIC SAFETY**  
**45-00-00**

An outgrowth of this process was the shifting of the tax collection on alcohol sales at the wholesale level to the Division of Revenue. This move greatly increased efficiency in the collection and reconciliation process by placing the responsibility in an agency with resources and expertise to perform the task. This now allows the Division of Alcoholic Beverage Control to focus on the licensing and enforcement aspects of the division.

Other efficiencies gained thus far through the re-engineering process include: credit cards may now be used for payment of licensing fees and other monies to the division; preprinted renewal forms are now ready for use by the licensing section; and photo sessions for server training ID cards have been eliminated and replaced with additional training classes.

The division has also identified ways of improving paperwork flow, reduction of paperwork needed to obtain or renew a license and obtain information for licensing through on-line data sharing.

In conjunction with various other departments and local law enforcement agencies, the division is participating in the enforcement of the prohibition of the sale of alcohol to minors.

Similarly, DABC has assumed responsibility for enforcement of state and federal statutes prohibiting the sale of tobacco products to minors (under age 18). As a part of this effort, the DABC successfully negotiated a contract with the federal Food and Drug Administration to step up efforts to elicit retailer compliance in this area. At the state level, the DABC is working with other state agencies (Public Health and the Department of Services for Children, Youth and Their Families) to implement the statewide strategy for compliance with the Synar Amendment.

**BUDGET**

	<b>FY 1998 ACTUAL</b>	<b>FY 1999 BUDGET</b>	<b>FY 2000 GOV. REC.</b>
GF	930.0	951.6	1,014.6
ASF	90.2	109.4	110.1
<b>TOTAL</b>	<b>1,020.2</b>	<b>1,061.0</b>	<b>1,124.7</b>

**POSITIONS**

	<b>FY 1998 ACTUAL</b>	<b>FY 1999 BUDGET</b>	<b>FY 2000 GOV. REC.</b>
GF	19.0	19.0	19.0
ASF	2.0	2.0	2.0
NSF	--	--	2.0
<b>TOTAL</b>	<b>21.0</b>	<b>21.0</b>	<b>23.0</b>

***DIVISION OF ALCOHOLIC BEVERAGE CONTROL  
(DABC)  
45-04-10***

**ACTIVITIES**

- Enforce the alcoholic beverage laws and regulations.
- License alcoholic beverage establishments.
- Provide administrative support to the Alcoholic Beverage Control Commission (ABCC).
- Develop programs to promote the reduction of alcohol consumption.
- Conduct the cooperating underage witness program.
- Promote "Cops in Shops" program.
- Lead tobacco compliance and enforcement programs.
- Administer and conduct the alcohol server training program.

**PERFORMANCE MEASURES**

	<b>FY 1998 Actual</b>	<b>FY 1999 Budget</b>	<b>FY 2000 Gov. Rec.</b>
% compliance with prohibition on sale of alcohol to minors (under 21)	68	75	82
% compliance with prohibition on sale of tobacco to minors (under 18)	60	64	72
% complaints investigated and resolved within 30 days	74*	80*	80
% new applications prepared to be heard before the Commission within 60 days	96**	75	80

*\*Performance goal submitted for the FY 1999 budget was 90%. It has since been discovered that previously reported actual performance (upon which goals were determined) was incorrect due to computational errors from the mainframe. The FY 1998 actual is based upon correct data.*

*\*\*In FY 1998, there were far fewer protested applications than anticipated. As a result, administrative reviews were performed weekly. Protests are expected to increase given passage of H.B. 504, requiring the ABCC to weigh protests in reviewing applications.*

# PUBLIC SAFETY

## 45-00-00

### STATE POLICE

#### 45-06-00

#### MISSION

The Delaware State Police exist to enhance the quality of life for all Delaware citizens and visitors by providing professional, competent and compassionate law enforcement services.

#### KEY OBJECTIVES

The Division of State Police intends to directly support the departmental key objectives through:

- Reduce violent crime and Part I crimes within the Delaware State Police service area.
- Reduce highway crashes and resultant fatalities and injuries, focusing in particular on curbing identified aggressive driving behaviors.
- Implement and support technology improvements, enabling greater officer productivity and enhancing data accuracy and collection.
- Continue training to address growing or emerging crime trends.
- Recruit and retain a diverse and well-trained workforce.

#### BACKGROUND AND ACCOMPLISHMENTS

The Delaware State Police work to protect the life and property of citizens of Delaware, and pay special attention to the needs of the victim. The division responds to over 128,000 complaints per year and makes over 27,600 criminal arrests and 80,000 traffic arrests annually.

The Delaware State Police have participated in a number of successful programs and continues to work with ongoing projects, including:

- Established an eight-officer statewide Domestic Violence Unit and implementation of domestic violence training for law enforcement officers statewide. The emphasis of the unit is on prevention of escalating circumstances.

- Implemented the Sussex Strong Communities Initiative targeting eight communities, including a community policing van and community policing officers within Sussex County and a kiosk to provide information regarding state services and jobs.
- Developed and initiated the Strong Communities concept in Kent County, including a second community policing van and four community policing officers and a kiosk to provide information regarding state services and jobs.
- Completed construction of a state-of-the-art firing range that will benefit many law enforcement agencies in the State.
- Increased staffing, created enhanced training programs and modified procedures in all three 911 dispatch centers in order to address critical emergency response needs throughout the State. Completely civilianized the Emergency Reporting Centers (911 centers) statewide.
- Initiated a School Resource Officer Program in high schools throughout the State. During the 1998-99 school year, program expanded, as planned, from eight to 12 high schools statewide. Meanwhile, the funding mechanism has been standardized across all participating districts.
- Developed specialized task forces and strategies to address acute drug-related problems in the City of Wilmington and in the state's rural areas.
- Piloted a mobile data terminal project and obtained federal Crime Bill funds to fully implement the program on a statewide basis.
- Designed a special training program in order to ensure the division meets the needs of the diverse community it serves. Those principles are now incorporated into the division's recruit and in-service training programs.
- Launched a variety of programs targeted for "at risk" youths throughout the State, in conjunction with several social services agencies and Camp Barnes.
- Established a Special Investigation Tactical Unit to combat problems associated with open-air drug markets in rural locations. Street Crime Units were initiated to address the problems posed by career criminals.

## PUBLIC SAFETY 45-00-00

- Established a Video Lottery Unit to ensure the integrity of the state administered video lottery system.
- Expanded the division's Victim Services Unit to include special services for the elderly and domestic violence. This unit provides services for all law enforcement agencies in the State.

### BUDGET

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	62,622.2	65,529.0	68,692.7
ASF	1,413.6	2,172.8	2,149.8
TOTAL	64,035.8	67,701.8	70,842.5

### POSITIONS

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	734.3	745.9	757.9
ASF	18.5	23.5	23.5
NSF	20.2	31.6	28.6
TOTAL	773.0	801.0	810.0

### *EXECUTIVE* 45-06-01

#### ACTIVITIES

- Personnel
- Fiscal
- Planning
- Legal
- Internal affairs
- Executive
- Administration
- Computer support
- Purchasing
- Information Support Services

#### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
Violent Crime Rate (per 100,000 DSP-only service population)	402	418	410
Part I Crime Rate (per 100,000 DSP-only service population)	2,777	2,860	2,800
% all divisional personnel provided computer access to Local Area Network	90	100	-- (complete)

Please note that crime rate information is based upon calendar years. (e.g. Actual FY 1998 reflects calendar 1997 statistics).

### *BUILDING MAINTENANCE AND CONSTRUCTION* 45-06-02

#### ACTIVITIES

- Provide building maintenance and janitorial services.
- Coordinate and administer construction and renovation projects.
- Develop and maintain a formal, long-range capital improvement plan.

#### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# Minor Capital Improvement Projects performed in-house versus those addressed by Administrative Services	3 of 15	4 of 18*	5 of 18

\* For the FY 1999 budget submission, the division reported that 6 of 18 projects would be performed in-house. At the time, this was a new measure. Revision is based upon more realistic expectations given experience.

### *PATROL* 45-06-03

#### ACTIVITIES

- Primary enforcement of traffic and criminal laws.
- Investigate criminal offenses and traffic crashes.
- Provide initial response to public requests for service.

#### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# mobile data terminals deployed	22	200	-- (complete)

\*Traffic arrests and crash statistics made by patrol troopers are reported under traffic 45-06-07.

### *CRIMINAL INVESTIGATION* 45-06-04

#### ACTIVITIES

- Investigate serious or highly involved criminal complaints.
- Provide polygraph services.

## PUBLIC SAFETY 45-00-00

- Provide criminalistic services for many police agencies.
- Provide composite sketch capabilities.
- Investigate all suspicious deaths.
- Provide crime lab services.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
Clearance rate* for all criminal investigations	76	69	75
# Domestic Violence Complaints Investigated	9,000	9,250	9,500

\*Clearance rate equals total number of complaints which have been resolved, the rest as it exists now, either by arrest, victim desires not to prosecute, etc., versus total of complaints open during the fiscal year.

### SPECIAL INVESTIGATION 45-06-05

#### ACTIVITIES

- Conduct undercover drug investigations.
- Investigate all suspicious deaths.
- Investigate organized auto theft activities and dealer fraud.
- Investigate vice-related complaints.
- Investigate white-collar complaints and coordinate asset seizure activities.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# vehicles stopped by Interstate Patrol Unit (Drug Interdiction)	1,018	1,035	1,050

### AVIATION 45-06-06

#### ACTIVITIES

- Paramedical treatment.
- Medivac services.
- Traffic enforcement.
- Support criminal investigative activities.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
% medivac flight hours to total flight hours (helicopters only)	36	54	50

### TRAFFIC 45-06-07

#### ACTIVITIES

- Maintain traffic crash and enforcement data.
- Administer radar, VASCAR and alcohol programs at troop level.
- Oversee federal highway safety and truck enforcement programs.
- Design public information campaigns.
- Evaluate traffic safety efforts.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# of aggressive driving arrests made by DSP	46,932	47,750	48,300
# of aggressive driving related crashes responded to by DSP	6,164	6,380	6,500
% of crashes responded to by DSP resulting from aggressive driving behaviors	44	43	42

### STATE BUREAU OF IDENTIFICATION 45-06-08

#### ACTIVITIES

- Prepare state Uniform Crime Reports.
- Maintain criminal history record information.
- Provide fingerprint identification services.
- License and regulate private detectives and constables.

### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# persons fingerprinted	22,932	23,500*	25,000
# criminal histories requested	16,282	18,000*	20,000
# firearm transactions approved	10,276	12,500	13,500
# firearm transactions denied	681	750*	800

\*Revised upward from goals reported in the FY 1999 budget submission based upon FY 1998 experience.

**PUBLIC SAFETY**  
**45-00-00**

**TRAINING**  
**45-06-09**

**ACTIVITIES**

- Administer and support Council on Police Training activities.
- Deliver training for State Police and municipal recruits.
- Provide specialized training to State Police officers.

**PERFORMANCE MEASURES**

	<b>FY 1998 Actual</b>	<b>FY 1999 Budget</b>	<b>FY 2000 Gov. Rec.</b>
# in-service training classes	168	170*	180

*\* Revised upward from goals reported in the FY 1999 budget submission based upon FY 1998 experience.*

**COMMUNICATIONS**  
**45-06-10**

**ACTIVITIES**

- Support and maintain data and audio transmission systems.
- Coordinate telephone systems.
- Maintain the communications message processor.
- Support and administer the Emergency Reporting (911) Centers.

**PERFORMANCE MEASURES**

	<b>FY 1998 Actual</b>	<b>FY 1999 Budget</b>	<b>FY 2000 Gov. Rec.</b>
Total calls for service (911) received	195,826	202,000	203,000
# of times Mobile Command Post called out for emergencies	60	62	65

**TRANSPORTATION**  
**45-06-11**

**ACTIVITIES**

- Provide preventive maintenance and mechanical repairs for all division vehicles.

**PERFORMANCE MEASURES**

	<b>FY 1998 Actual</b>	<b>FY 1999 Budget</b>	<b>FY 2000 Gov. Rec.</b>
% division vehicles requiring outside contractual repairs	10	15	15

**COMMUNITY RELATIONS**  
**45-06-12**

**ACTIVITIES**

- Provide post-incident referral services enabling follow-up counseling to crime victims.
- Develop and present safety education programs for schools and other community organizations.
- Provide public information through media relations staff.
- Participate in the Strong Communities Initiative for Kent and Sussex counties through use of the mobile community policing van.
- Provide training for citizens' police academy and a business academy.

**PERFORMANCE MEASURES**

	<b>FY 1998 Actual</b>	<b>FY 1999 Budget</b>	<b>FY 2000 Gov. Rec.</b>
# 5th grade students trained in Drug Abuse Resistance Education (D.A.R.E.) - public schools	4,878	5,300	5,500
# 5th grade students trained in D.A.R.E. - parochial schools	735	850	900
# 5th grade students trained in Gang Resistance Education and Training (G.R.E.A.T) - public schools	2,792	2,500	2,550
# 5th grade students trained in G.R.E.A.T - parochial schools	62	150	160
# victim service cases	2,533	2,800	3,000

# PUBLIC SAFETY

45-00-00

## DIVISION OF MOTOR VEHICLES

45-07-00

### MISSION

The Division of Motor Vehicles (DMV) promotes safety on the highways and cleaner air quality. In the provision of its services, the division embraces high standards of courteous, efficient and timely service.

### KEY OBJECTIVES

- Meet or exceed federal air quality standards in a manner which maximizes fairness and convenience to customers.
- Develop and maintain an adequate, well-trained, knowledgeable and highly motivated staff.
- Modernize and improve DMV facilities.
- Educate and inform the public regarding the division's services.
- Make optimal use of technology in delivery of services.
- Develop a mechanism for proposing, tracking and implementing legislation affecting the division.

### BACKGROUND AND ACCOMPLISHMENTS

The Division of Motor Vehicles continues to be one of the most visible state agencies, serving 671,000 vehicles and 547,000 drivers, conducting approximately 1.3 million transactions and collecting nearly \$74 million in revenue annually.

During Fiscal Year 1996, DMV began mailing reminders to customers of impending registration expiration. As a result, the number of vehicles being registered late dropped by about 30 percent during the first year compared to Fiscal Year 1995 levels. The number of late registrations has continued to drop since the initial year of implementation.

Per federal clean air requirements, the division has successfully implemented a more extensive, automated vehicle inspection process with as little impact to the customer as possible. In Fiscal Year 1998 alone, the

division conducted 133,780 gas cap and 94,350 fuel system tests, making DMV one of the largest contributors to cleaner air in Delaware. Arriving at this common sense approach to more stringent emissions testing required extensive negotiations with the federal EPA. DMV believes that the resulting testing program has been successful both in meeting these enhanced emissions requirements and minimizing the impact to vehicle owners. DMV is in constant dialogue with both state and federal clean air regulators to ensure that it is able to maintain this delicate balance between environmental and customer concerns.

The division has initiated a program to allow vehicle owners who initially opted for a one year registration renewal to renew for one additional year without undergoing vehicle inspection. This program has significantly mitigated the effect of the enhanced emissions test procedure.

The division also installed modular office space at the Georgetown facility to ease the overcrowded conditions. The Driver License functions have been moved into this space resulting in more pleasant and efficient conditions for customers and employees alike. A similar project is being implemented at the New Castle facility.

The Digital Drivers License system, an integral part of the NCIC 2000 initiative, is now fully operational. The system permanently captures and retains applicant signatures and images and is able to transmit them to law enforcement and other agencies. For example, police officers in properly equipped patrol vehicles will be able to view the driver's image for identification and will be able to generate a computerized traffic ticket rather than a manual one.

At this time, well over 90 percent of all DMV employees have received both basic and in-depth customer service training. Other efforts include hundreds of hours of computer skills training and training courses offered by the Department of Public Safety and the State Personnel Office.

In Fiscal Year 1996, with the support of the Office of the Secretary and the assistance of the State Personnel Office, DMV undertook a classification review process for all job classes that are unique to DMV. This positively affected nearly 85 percent of all division employees. A two-step career ladder and a competitively-selected third level were established that gives many employees the opportunity to advance. In all, 98 percent of the employees whose classifications were reviewed have been, or are now eligible to be promoted.

## PUBLIC SAFETY 45-00-00

### BUDGET

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	8,081.4	8,483.9	8,815.4
ASF	2,147.1	3,589.5	3,855.6
<b>TOTAL</b>	<b>10,228.5</b>	<b>12,073.4</b>	<b>12,671.0</b>

### POSITIONS

	FY 1998 ACTUAL	FY 1999 BUDGET	FY 2000 GOV. REC.
GF	192.0	197.0	197.0
ASF	20.0	26.0	26.0
NSF	--	--	--
<b>TOTAL</b>	<b>212.0</b>	<b>223.0</b>	<b>223.0</b>

### **ADMINISTRATION 45-07-01**

#### ACTIVITIES

- Coordinate and direct division operations.
- Coordinate and direct planning, fiscal, personnel, purchasing, training and information technology functions.
- Prepare and propose legislation, as necessary, to maintain uniformity with nation-wide trends in drivers' licensing and vehicle registration.
- Administer and conduct the State Motorcycle Rider Education Program.

#### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
% of division employees completing Dept. mandatory training	--	97	98
% employees completing basic customer service training	80	100	-- (complete)
% employees completing follow-on customer service training	87	100	-- (complete)
# employees receiving computer training	90	100	100

In addition, the division has adopted the performance goal of reducing division-wide absenteeism by 10 percent (total days missed) by the end of 2001. In calendar year 1997, the total days missed were 1,969.2.

### **DRIVER SERVICES 45-07-10**

#### ACTIVITIES

- Issue and control drivers licenses for all classes of vehicles.
- Issue photo identification (ID) cards.
- Ensure that issuances, denials, suspensions, revocations and reinstatement of driving privileges are carried out according to the mandates of Delaware law.
- Investigate suspected fraud cases when an applicant is applying for a driver's license or an identification card.
- Interview and take appropriate action against problem drivers. Identify habitual-offender drivers as prescribed by law and notify the Attorney General's Office accordingly.
- Provide all driver license and ID card applicants the opportunity to register to vote.

#### PERFORMANCE MEASURES

	FY 1998 Actual	FY 1999 Budget	FY 2000 Gov. Rec.
# days waiting for CDL test			
New Castle	25	23	20
Dover/Georgetown	15	13	10
% of administrative hearings scheduled within 30 days	--	96	97

### **VEHICLE SERVICES 45-07-20**

#### ACTIVITIES

- Register and issue titles for all classes of vehicles. Provide duplicate title service for lost titles.
- Confirm existence of valid insurance for all motor vehicles.
- Provide safety and exhaust emission inspections for all vehicles.
- License vehicle dealerships after conducting inspections of facilities. Conduct suspension hearings on dealers found in violation of Title 21.
- Issue temporary tags and dealer reassignment forms to dealers upon request. Monitor dealer use and issuance of temporary tags and inspect dealership for compliance to laws.

**PUBLIC SAFETY**  
**45-00-00**

- Approve and control all self-inspection fleet vehicle accounts.
- Provide timely turnaround to dealers for tags, titles and registrations for vehicles sold by such dealers.
- Issue special permits authorizing the disposal of junked vehicles.

**PERFORMANCE MEASURES**

	<b>FY 1998 Actual</b>	<b>FY 1999 Budget</b>	<b>FY 2000 Gov. Rec.</b>
Average turnaround time (days) in Dealer Title section.	--	9	7

In addition, DMV will be monitoring the following for inclusion in Fiscal Year 2001 Budget submission.

- Compliance with federal emission reduction standards.
- Number of days in which the vehicle inspection line at the New Castle County facilities has to turn cars away due to extended waiting periods. Although the division has several months of data, it will be benchmarking this measure through the rest of Fiscal Year 1999. Reductions in the range of 10 percent are expected in Fiscal Year 2000 and again in Fiscal Year 2001.