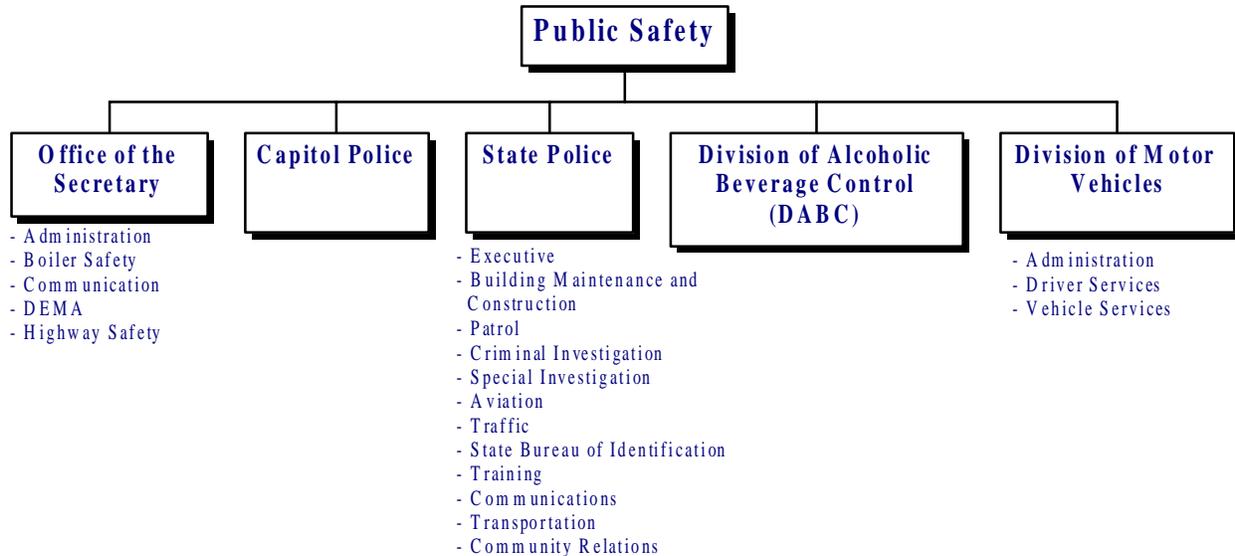


# PUBLIC SAFETY

## 45-00-00



### MISSION

To promote and protect the safety of people and property in Delaware.

### KEY OBJECTIVES

- **Reduce incidence and impact of crime**  
 Crime is a fundamental threat not only to the personal well being of each of our citizens but to the continuation of our democratic processes as well. Recent years have seen a reduction in serious crimes in Delaware and the department is committed to ongoing, aggressive efforts to see those reductions continue.
  - Moving police services closer to the people.
  - Maximizing police use of technology to fight crime.
  - Promoting cooperative efforts among law enforcement agencies.
- **Protect people and property from threats and disasters**  
 Threats and disasters, whether generated by people or natural events, can negatively affect Delaware's people and property significantly. Public Safety will continue to work hard to preempt threats and disasters and to effectively manage such events when they do occur and mitigate resulting damage by:
  - Enhancing court security.

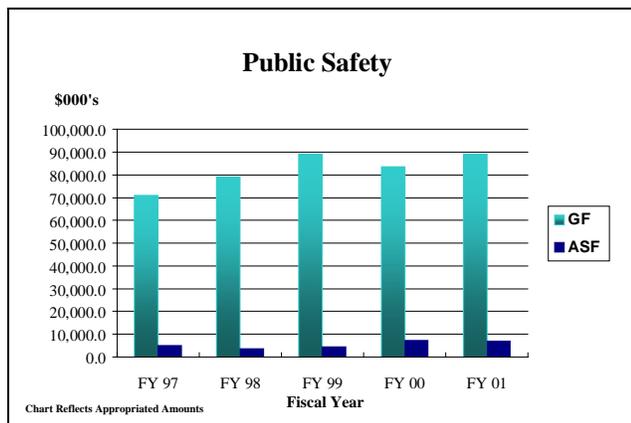
- Expanding education and awareness of workplace violence issues with a primary focus on state employees.
- Improving disaster response capabilities of DEMA and other emergency agencies.
- Developing preparedness and response capabilities regarding threats or disasters involving weapons of mass destruction.

- **Improve highway safety**  
 The ability to safely travel the highways of the State is critical to the ongoing social and economic vitality of Delaware. The department will focus closely on improving highway safety and will continue aggressive efforts by:
  - Increasing the use and proper installation of occupant restraint devices.
  - Promoting appropriate driving behaviors.
  - Coordinating efforts to maximize non-state funding opportunities for state and local agencies.
- **Reduce abuse and inappropriate use of alcohol, tobacco and other drugs**  
 The abuse and inappropriate use of alcohol, tobacco and other drugs seriously impede the ability of both individuals and society at large to realize their full potential. Department initiatives will continue to address these issues and achieve reductions in this problem by:
  - Improving enforcement of youth tobacco laws and achieve compliance with federally

## PUBLIC SAFETY 45-00-00

mandated requirements regarding sale to minors.

- Discouraging inappropriate and irresponsible use of alcohol.



### BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	89,230.2	83,471.0	89,230.3
ASF	4,425.5	7,215.4	6,826.8
<b>TOTAL</b>	<b>93,655.7</b>	<b>90,686.4</b>	<b>96,057.1</b>

### POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	1,041.2	1,059.5	1,069.5
ASF	52.5	52.5	52.5
NSF	62.8	61.5	60.5
<b>TOTAL</b>	<b>1,156.5</b>	<b>1,173.5</b>	<b>1,182.5</b>

### FY 2001 BUDGET HIGHLIGHTS

#### OPERATING BUDGET:

- ◆ Recommend enhancement of \$112.1 for the operating costs for the implementation of statewide Real Time Crime Reporting system.
- ◆ Recommend enhancements of \$68.1 for intellirepeater phone circuits and \$50.0 for maintenance agreements for the 800 MHz system.
- ◆ Recommend enhancement of \$38.2, 3.0 FTEs, and one-time funding of \$16.5 in the Budget Office's Contingency for equipment and uniforms for Capitol Security Officers at Carvel State Office Building for third shift and weekend rotations in the Division of Capitol Police.

- ◆ Recommend one-time funding of \$8.0 in the Budget Office's Contingency to upgrade the state police applicant-tracking system.
- ◆ Recommend 2.0 FTE Personnel Technicians for State Police Comprehensive Recruitment Program.
- ◆ Recommend one-time funding of \$106.4 in the Budget Office's Contingency for the School Resource Officer Program.
- ◆ Recommend one-time funding of \$182.5 in the Budget Office's Contingency for vest, radar, weapon and front seat barrier replacement.
- ◆ Recommend one-time funding of \$200.0 in the Budget Office's Contingency for patrol car replacement.

#### CAPITAL BUDGET:

- ◆ Recommend \$2,500.0 to replace helicopter purchased in Fiscal Year 1989.
- ◆ Recommend \$600.0 to supplement the Minor Capital Improvement and Equipment Program.

# PUBLIC SAFETY

## 45-00-00

### 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.

#### BACKGROUND AND ACCOMPLISHMENTS

Since the current administration has been in office, the department's policy role in has expanded. For instance, the Secretary of Public Safety chairs the Delaware Emergency Medical Services Oversight Council (DEMSOC), the State Emergency Response Commission (SERC), and the Criminal Justice Council Legislative Subcommittee. He also serves on the Governor's Family Services Cabinet Council (FSCC) and the Cabinet Council on State Planning Issues.

The Office of the Secretary provides:

- Leadership and coordination of the Law Enforcement Subcommittee of the Domestic Violence Coordinating Council.
- Leadership and coordination of FSCC's Strong Communities Initiatives.
- Coordination of the FSCC's Substance Abuse Strategy.
- Administration of State Aid to Local Law Enforcement (Grant-in-Aid appropriation).
- Coordination and development of departmental civilian employee training programs.
- Departmental technology coordination and implementation.
- Divisional organizational development.

#### BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	8,708.7	4,047.9	4,513.5
ASF	62.9	306.9	306.9
<b>TOTAL</b>	<b>8,771.6</b>	<b>4,354.8</b>	<b>4,820.4</b>

#### POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	51.4	50.4	54.4
ASF	1.0	1.0	1.0
NSF	29.1	29.1	29.1
<b>TOTAL</b>	<b>81.5</b>	<b>80.5</b>	<b>84.5</b>

### ADMINISTRATION 45-01-01

#### ACTIVITIES

- Provide guidance in the areas of policy planning, prioritization and implementation.
- Provide outreach activities in communities to foster partnerships in the provision of services.
- Coordinate the department's fiscal activities.
- Provide comprehensive human resources services to the division managers and employees, including training and continuing education opportunities.
- 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
% fiscal documents received, reviewed and processed within three days	*	99	99
% constituent contacts responded to within three days	89.5	98	98

\* Actual performance for FY 1999 has not yet been tabulated due to vacancies and training of incumbents. Actual data will be provided when available.

# PUBLIC SAFETY

## 45-00-00

### **BOILER SAFETY**

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

#### **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**

- Continue efforts to decrease the number of overdue boiler and pressure vessel inspections, bringing 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.
- Revise rules and regulations to reflect changes in industry standards outlined by pertinent national organizations.
- Establish mechanism to license boiler installation contractors to ensure adherence to published Delaware and national installation standards.

#### **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 increased safety for life and property by maintaining uniformity in the construction, 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**

	<b>FY 1999 Actual</b>	<b>FY 2000 Budget</b>	<b>FY 2001 Gov. Rec.</b>
# overdue inspections	658*	325	0
% insurance inspections reviewed	8	20	20
% boiler violations corrected within 60 days	53	75	75
# boiler safety seminars	3	4	4

\* The number of inspections has been reduced by approximately 53 percent from a high of over 1,400.

### **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.

# PUBLIC SAFETY

## 45-00-00

### 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 links all state agencies with a single 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.

All three phases (New Castle, Kent and Sussex counties) of the 800 MHz system has been accepted. Final acceptance of the 800 MHz system statewide should occur in early 2000. The division will assume total maintenance support for the system infrastructure upon complete implementation. 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 15,900 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# scheduled maintenance actions	*	2,800	4,000
Average # of days to complete scheduled maintenance actions	**	<5	<5

\* Actual data not available. Although transition to the new Maintenance Management System or MMS, an automated work order and inventory database, was originally expected to occur during FY 1999, actual implementation of the system was delayed until October 1999. Resources required to facilitate transition to the new system did not allow for the manual gathering and calculation of this performance measure. As of October 1999, data collection and reporting will be an automated process.

\*\*Revised measure for FY 2001.

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## DELAWARE EMERGENCY MANAGEMENT AGENCY (DEMA)

### 45-01-30

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### MISSION

The Delaware Emergency Management Agency (DEMA) is the lead state agency for coordination of comprehensive emergency preparedness, training, response, recovery and mitigation services in order to save lives, protect Delaware's economic base and reduce the impact of emergencies.

### KEY OBJECTIVES

- Ensure that federal and state mandates for services are accomplished, including statewide disaster mitigation.

# PUBLIC SAFETY

## 45-00-00

- 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.

### 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 seven Presidential declarations and administered over \$27 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) was completed and became operational in April 1999.
- In conjunction with the Department of Education, coordinated the School Safety Work Group, resulting in the “School Safety Emergency

Procedures Guide.” This guide has been distributed to various agencies responsible for school safety and/or school incident management as well as all Delaware school districts.

- 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. In addition, a Weapons of Mass Destruction Working Group was formed in response to potential terrorist, chemical, biological and radiological threats in Delaware.
- Lead, and provide staff support for, the activities of the Delaware Y2K Contingency Planning and Coordinating Council, established by Executive Order #58.
- Increased mitigation efforts, particularly relative to flood-prone areas. The cities of Lewes, Milford and Wilmington were selected to participate in the federal Project Impact, receiving federal funds to make these communities more disaster-resistant. In addition, flood mitigation plans are being developed for communities throughout the state, with five cities and two counties receiving federal grants for these efforts. Also, over 40 homes in flood-prone areas of Sussex County have been approved for elevation under federal Hazard Mitigation and Flood Mitigation Assistance programs.

### 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# emergency management classes, workshops or seminars conducted	6	10	20
% FEMA-negotiated activities completed satisfactorily	84	100	100

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

# PUBLIC SAFETY

## 45-00-00

### **HIGHWAY SAFETY** **45-01-40**

#### **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** – Conduct enforcement efforts, education programs and public awareness efforts to increase seatbelt use from current 62 percent to 77 percent, increase safety belt use in personal injury crashes from current 76 percent to 87 percent and reduce child restraint misuse from current 85 percent to 70 percent, by Calendar Year 2001.
- **Impaired Driving** – Enhance enforcement efforts, the adjudication process, treatment services and public awareness initiatives aimed to reduce alcohol-related fatalities from 37 percent to 31 percent, by Calendar Year 2001.
- **Aggressive Driving** - Enhance enforcement efforts, public awareness programs and educational efforts on reducing all crashes resulting from aggressive driving acts by two percent and fatal crashes resulting from aggressive driving behaviors by three percent, by Calendar Year 2001.
- **Traffic Records and Safety Management System** - Implement a statewide integrated data collection system which will allow for comprehensive analysis of all traffic problems, as outlined in the Roadmap Action Plan for Crash Data Collection.
- **Bicycle Safety** - Enhance enforcement efforts, public awareness programs and educational efforts aimed at reducing bicyclist injuries in the 0-15 age group from the current 51 percent of all such injuries to 49 percent, by Calendar Year 2001.

#### **BACKGROUND AND ACCOMPLISHMENTS**

The Office of Highway Safety coordinates highway safety programming focused on: public outreach and education; aggressive enforcement; promoting 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.

OHS advocated for passage of and implemented the following enhanced highway safety laws: “zero-tolerance” for minors who drink and drive; increased penalties for DUI offenders who transport children; increased third DUI offense to a felony; clarification of DUI laws to increase successful prosecution of offenders; upgraded child passenger safety law to require all children up to age 16 to be properly restrained in every seating position; passage of an aggressive driving law; graduated drivers license law, and bicycle helmet law.

OHS and the Department of Public Safety will continue efforts, along with the First State Buckle Up Coalition, to achieve enactment of legislation allowing law enforcement to more effectively enforce the existing seatbelt use requirement, thereby making it a “primary” offense.

OHS implemented an automated DUI tracking system, allowing the tracking of a DUI offender from time of arrest to re-licensure. To date, OHS, the Division of Motor Vehicles and DUI treatment providers have access. Access to the court system is currently being phased in.

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.

The office successfully established a Community Traffic Safety Program in all three counties, designed to identify

## PUBLIC SAFETY

### 45-00-00

community traffic safety problems and develop action plans to address community-based highway safety issues.

#### 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.

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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
% seatbelt use	62	65***	77
% seatbelt use in personal injury crashes	76	78***	87
% child restraint misuse	**	85	70
% alcohol-related fatalities	37	35***	31
% of crashes related to aggressive driving behaviors	43	55***	41
% of fatal crashes related to aggressive driving behaviors	50	53***	47
% ages 0-15 injured in bicycles crashes	51	52***	49

\* Data is collected based on the Calendar Year (e.g. FY 1999 actual data reported is for Calendar Year 1998).

\*\* New measure for FY 2000.

\*\*\* Reflects Calendar Year 1999 actual data as of September 1999.

## 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 state facilities, particularly court facilities.
- Meet the standards of State Accreditation per the Delaware Police Chiefs' Council, Inc.
- Continue the 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. To date, emergency

# PUBLIC SAFETY

## 45-00-00

evacuation plans are in place for ten key state buildings and plans are to add as many additional state facilities to be covered under similar plans as possible.

Capitol Police has enhanced court security within state court facilities. Courts in all three counties have established emergency evacuation plans.

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 issued seeking to indicate strengths and areas for improvement in service as well as assessing the needs of the state employee community. In addition, Capitol Police contacts with state employees have increased, primarily due to positive interactions. It is now very challenging for Capitol Police to keep up with the demand for presentations, which has grown through outreach efforts and "word of mouth".

In July 1998, a new career development ladder was established for the Capitol Police Officer classifications. This change promotes enhanced recruitment and retention as well as assists in meeting the increasing demands for service, including but not limited to: facility threat planning, training and exercise; crime prevention and outreach activities.

### BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	1,562.1	1,737.5	2,005.0
ASF	--	--	--
<b>TOTAL</b>	<b>1,562.1</b>	<b>1,737.5</b>	<b>2,005.0</b>

### POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	27.9	35.2	40.0
ASF	--	--	--
NSF	2.1	1.8	--
<b>TOTAL</b>	<b>30.0</b>	<b>37.0</b>	<b>40.0</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.
- 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 *	97	95	95
% officers completed U.S. Marshall School court security training	60**	76	76***
# in-service training hours provided (Council on Police Training requires 16 hours per year)	24	24	24
# training seminars provided****	5	20	30

\* 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 1999 performance goal was 68%, however, Capitol Police was not able to get enough officers registered for the course during FY 1999. Completion of the course by officers registered to attend in Nov. 1999 will bring performance up to FY 1999 goal.

\*\*\* Performance goal for FY 2001 was not increased due to fact that Capitol Police received 4 additional Police Officer positions, which will affect the percentage of officers who have completed. As a result, Capitol Police intends to use FY 2001 to "catch up" in this area.

\*\*\*\* New measure for FY 2001.

## PUBLIC SAFETY

45-00-00

### 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 while permitting open competition and legal marketing practices that meet the lawful needs and convenience of the consumer. In addition, the division is responsible for actively enforcing state laws prohibiting the sale of tobacco products to persons under age 18.

#### KEY OBJECTIVES

- Complete customer service surveys and focus groups to determine additional areas for operational improvements.
- Continue to implement the recommendations arising out of re-engineering efforts as well as any new areas identified through the customer service survey efforts.
- Continue enforcement of state and federal statutes on the prohibition of the sale of tobacco to minors. Establish a tobacco enforcement unit within the division to focus these efforts.
- In conjunction with the Alcoholic Beverage Control Commission (ABCC) or a new regulatory authority, continue the process of revising and streamlining the rules governing the alcoholic beverage industry.
- Continue to enforce the State Liquor Control Act and the rules of the Commission or its successor.
- Continue to 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 2000-2001 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.

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 the collection efficiency 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 and FDA regulations.

In Fiscal Year 1999, the DABC produced public service announcements (PSAs) to promote awareness among minors during the prom season, encouraging alcohol free prom celebrations. These spots were recognized with a national award.

## PUBLIC SAFETY 45-00-00

### BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	966.6	1,011.5	1,023.6
ASF	98.7	109.8	109.8
<b>TOTAL</b>	<b>1,065.3</b>	<b>1,121.3</b>	<b>1,133.4</b>

### POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	19.0	19.0	19.0
ASF	2.0	2.0	2.0
NSF	--	2.0	2.0
<b>TOTAL</b>	<b>21.0</b>	<b>23.0</b>	<b>23.0</b>

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

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#### 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 enforcement program and cooperate with the Department of Health and Social Services' tobacco compliance activities.
- Administer and conduct the alcohol server training program.

#### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
% compliance with prohibition on sale of alcohol to minors (under 21)	73	75	78
% compliance with prohibition on sale of tobacco to minors (under 18)	65	72	76
% complaints investigated and resolved within 30 days	66	80	80
% new applications prepared to be heard before the Commission* within 60 days	93	80	85

\* Or new regulatory authority established by the General Assembly, given November 1999 sunset of the Alcoholic Beverage Control Commission.

## STATE POLICE 45-06-00

### MISSION

The Delaware State Police exist to provide citizens and visitors to the State of Delaware with a professional and compassionate police service.

### 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 183,000 complaints per year and makes over 28,000 criminal arrests and 115,000 traffic arrests annually.

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

- Implemented the DiCAT program, designed to identify crime trends and strategies to combat and resolve those trends. During FY 2000, implementation of the Real Time Crime Reporting technology statewide will significantly enhance these efforts.

# PUBLIC SAFETY

## 45-00-00

- 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 1999-2000 school year, the program expanded, as planned, to 16 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.

- 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 victims of domestic violence. This unit provides services for all law enforcement agencies in the State.
- Instituted Citizens', Business and Senior Citizens' Police Academies as well as a crime prevention seminar series.

### BUDGET

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	69,424.7	67,895.1	72,546.4
ASF	1,875.9	2,147.3	2,378.9
<b>TOTAL</b>	<b>71,300.6</b>	<b>70,042.4</b>	<b>74,925.3</b>

### POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	745.9	757.9	759.1
ASF	23.5	23.5	23.5
NSF	31.6	28.6	29.4
<b>TOTAL</b>	<b>801.0</b>	<b>810.0</b>	<b>812.0</b>

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### EXECUTIVE

45-06-01

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### ACTIVITIES

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

# PUBLIC SAFETY

## 45-00-00

### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
Violent Crime Rate (per 100,000 DSP-only service population)	383	383	363
Part I Crime Rate (per 100,000 DSP-only service population)*	2,406	2,400	2,280

\* Source for crime statistics is Uniform Crime Report. Source for population is Delaware Economic Development Office. DSP service population is calculated as total Delaware population minus the populations of the following towns: Delaware City; Elsmere; Middletown; Newark; New Castle City; Newport; Smyrna; Townsend; Wilmington; Camden; Clayton; Dover; Frederica; Harrington; Milford; Bethany Beach; Bridgeville; Delmar; Dewey Beach; Fenwick Island; Frankford; Georgetown; Greenwood; Laurel; Lewes; Millsboro; Milton; Rehoboth Beach; Seaford; Selbyville.

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### **BUILDING MAINTENANCE AND CONSTRUCTION**

#### **45-06-02**

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#### 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# Minor Capital Improvement Projects performed in-house versus those addressed by Administrative Services	9 of 18	5 of 18	3 of 18*

\* Due to a retirement and the disposition of that vacancy remaining to be determined, DSP's ability to perform this function in-house has been severely curtailed.

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### **PATROL**

#### **45-06-03**

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#### 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# mobile data terminals deployed	90	200	300

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

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### **CRIMINAL INVESTIGATION**

#### **45-06-04**

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#### ACTIVITIES

- Investigate serious or highly involved criminal complaints.
- Provide polygraph services.
- Provide criminalistic services for many police agencies.
- Provide composite sketch capabilities.
- Investigate all suspicious deaths.
- Provide crime lab services.

### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
Clearance rate* for all criminal investigations	72	78	79
# Domestic Violence Complaints Investigated	8,842	9,500	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.

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### **SPECIAL INVESTIGATION**

#### **45-06-05**

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#### 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.

# PUBLIC SAFETY

## 45-00-00

### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# of automobile thefts**	1,178	1,125	1,075
% of stolen vehicles recovered**	61	62	65

\* Data is reported by Calendar Year (e.g. FY 1999 actual is Calendar 1998 data).

\*\* New measure for FY 2001.

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### **AVIATION**

#### **45-06-06**

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### ACTIVITIES

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

### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
% medivac flight hours to total flight hours (helicopters only)	42	50	50

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### **TRAFFIC**

#### **45-06-07**

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### 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# of arrests made by DSP related to aggressive driving behaviors*	55,634	48,300	48,500
# of crashes responded to by DSP related to aggressive driving behaviors*	4,840	6,500	6,500
% of crashes responded to by DSP resulting from aggressive driving behaviors*	39	42	37
Crashes per 100 million vehicles miles traveled**	153.4	152	150

\* Aggressive driving behaviors are defined as violation of the following Title 21 Sections:

4107a – disregard traffic control; 4117a – passing on shoulder; 4122-1 - unsafe lane change; 4123 – following too closely; 4132 – failure to yield right of way; 4133 – vehicle entering roadway; 4155a – failure to signal turn; 4164a – failure to stop at stop sign; 4164c – failure to yield; 4169 – speeding.

\*\* New measure for FY 2001.

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### **STATE BUREAU OF IDENTIFICATION**

#### **45-06-08**

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### 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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# persons fingerprinted	29,306	25,000	30,000
# criminal histories requested	20,052	20,000	21,000
# firearm transactions approved	10,478	13,500	13,750
# firearm transactions denied	541	800	800

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### **TRAINING**

#### **45-06-09**

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### ACTIVITIES

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

## PUBLIC SAFETY

### 45-00-00

#### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# in-service training classes	62	180	180

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#### COMMUNICATIONS

##### 45-06-10

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#### 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

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
Total calls for service (911) received	183,756	203,000	203,500

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#### TRANSPORTATION

##### 45-06-11

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#### ACTIVITIES

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

#### PERFORMANCE MEASURES

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
% division vehicles requiring outside contractual repairs	10	15	15

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#### COMMUNITY RELATIONS

##### 45-06-12

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#### 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

	FY 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# 5th grade students trained in Drug Abuse Resistance Education (D.A.R.E.) - public schools	9,590	5,500*	9,750
# 5th grade students trained in D.A.R.E. - parochial schools	1,602	900*	1,650
# victim service cases	7,548	8,000	8,500

\* Reflect goals or projections originally reported in the department's FY 2000 budget submission and published in the Governor's FY 2000 Recommended Budget.

# 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. In addition, DMV employees have participated in 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 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	8,567.0	8,779.0	9,141.8
ASF	2,388.5	4,651.4	4,031.2
<b>TOTAL</b>	<b>10,955.5</b>	<b>13,430.4</b>	<b>13,173.0</b>

### POSITIONS

	FY 1999 ACTUAL	FY 2000 BUDGET	FY 2001 GOV. REC.
GF	197.0	197.0	197.0
ASF	26.0	26.0	26.0
NSF	--	--	--
<b>TOTAL</b>	<b>223.0</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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
% of division employees completing Dept. mandatory training			
- All DMV staff	20	98	100
- Supervisor training	73	--	--
% employees completing basic customer service training	76	100	completed
% employees completing follow-on customer service training	22	50	100
# employees receiving computer training	30	100	150

In addition, the division has adopted the performance goal of reducing division-wide absenteeism by ten percent (total days missed) by the end of 2001. In calendar year 1997, the total days missed were 1,969.2 and in calendar year 1998, the total days missed were 1,840. A new leave policy went into effect in February 1999.

### **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 1999 Actual	FY 2000 Budget	FY 2001 Gov. Rec.
# days waiting for CDL test			
New Castle	35	20	
Dover/Georgetown	7/14	10	15*
% of administrative hearings scheduled within 30 days	96	97	97

\* Represents overall division-wide goal. CDL testing capacity in New Castle County will be doubled with the opening of the new Greater Wilmington DMV facility at Minquadale.

### **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 1999 Actual</b>	<b>FY 2000 Budget</b>	<b>FY 2001 Gov. Rec.</b>
Average turnaround time (days) in Dealer Title section.	9	7	7