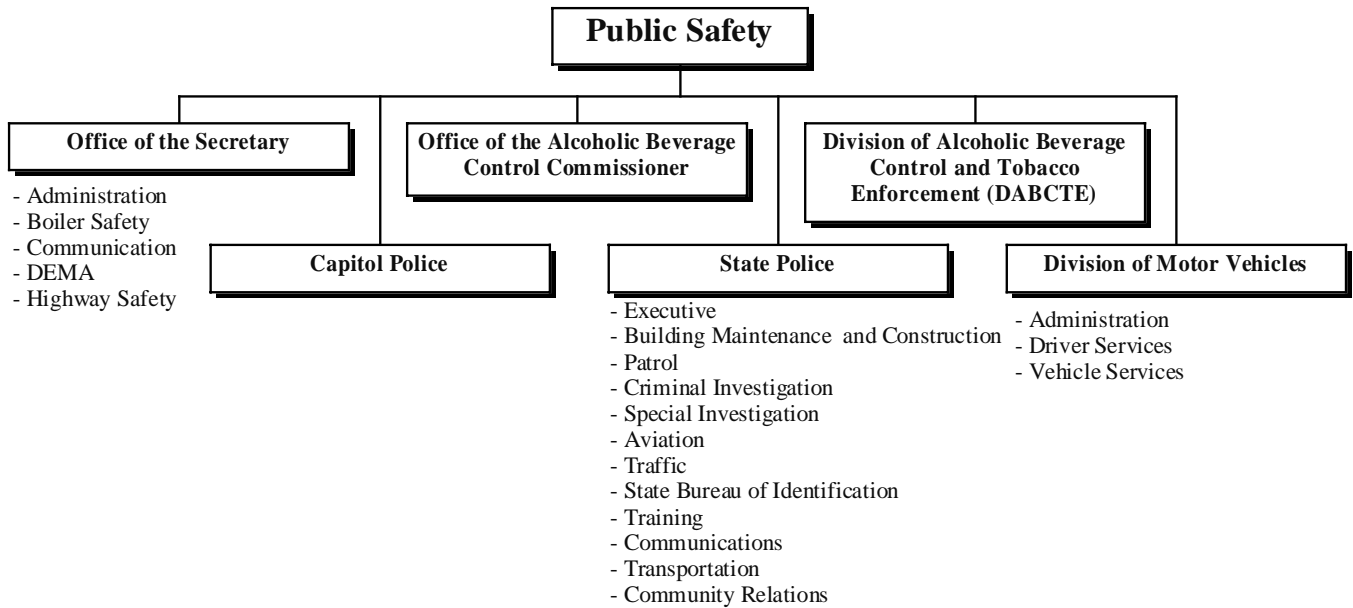


PUBLIC SAFETY
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MISSION

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 Delaware’s citizens but to the continuation of the 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. The Department of Public Safety will continue its hard work to avoid the threats and disasters and to effectively manage such events when they do occur and mitigate resulting damage by:

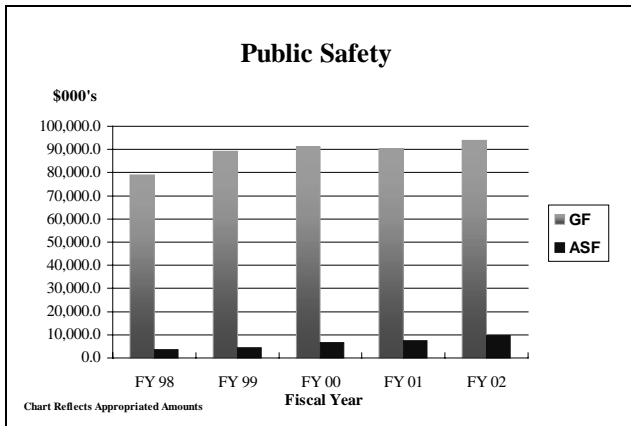
- Enhancing court security.
- Expanding education and awareness of workplace violence issues with a primary focus on state employees.
- Developing disaster response capabilities of DEMA and other emergency agencies.
- Developing preparedness and response capabilities regarding threats or disasters involving 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:

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- Improving enforcement of youth tobacco laws and achieving compliance with federally mandated requirements regarding sale to minors.
- Discouraging inappropriate and irresponsible use of alcohol.



BUDGET

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	91,135.4	90,272.3	93,938.7
ASF	6,521.3	7,516.9	9,665.5
TOTAL	97,656.7	97,789.2	103,604.2

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	1,059.5	1,082.0	1,101.0
ASF	52.5	58.5	56.5
NSF	61.5	62.5	60.3
TOTAL	1,173.5	1,203.0	1,217.8

FY 2002 BUDGET HIGHLIGHTS

OPERATING BUDGET:

- ◆ Base adjustments include \$185.6 in Personnel Costs, 2.0 FTEs (Commissioner and Deputy Commissioner) and \$14.4 in operating costs to establish the Office of the Alcoholic Beverage Control Commissioner. Additionally, recommend a structural change transferring \$202.3 in Personnel Costs, 5.0 FTEs and \$11.2 for operating costs to Contractual Services from the Division of Alcoholic Beverage Control and Tobacco Enforcement (45-04-10) to provide staff for new Office of the Alcoholic Beverage Control Commissioner. These structural changes will establish the Office of the Alcoholic Beverage Control Commissioner established by House Bill 660 during the 104th General Assembly.

- ◆ Recommend an enhancement of \$158.3 in Personnel Costs, 7.0 FTEs (Capitol Police Officers) and \$2.8 in operating costs for additional staff at the new New Castle County Courthouse. Additionally, recommend enhancement of 3.0 FTEs (Capitol Security Officers).
- ◆ Recommend an enhancement of \$2,135.0 ASF in Personnel Costs and \$55.0 ASF for operating costs for the Special Duty Fund. This will establish the Special Duty Fund which will be responsible for providing officers at events that require police coverage.
- ◆ Recommend one-time funding of \$45.0 in the Budget Office's contingency for biennial testing program for the ranks of Sergeant and above. This will ensure that the advancement process in the Delaware State Police is fair, competitive and non-bias.
- ◆ Recommend enhancements of \$137.5 in Personnel Costs, 3.5 FTEs and (3.0) NSF FTEs for planned reduction in federal COPS Universal Hiring Program. These officers operate "Operation Safe Streets".
- ◆ Recommend enhancement of 2.0 NSF FTE School Resource Officers to provide requesting school districts with an officer. School Resource Officers remain in demand, this recommendation will provide additional officers to meet the requests by school districts.
- ◆ Recommend enhancements of \$76.3 in Personnel Costs, 1.7 FTEs and (1.7) NSF FTEs for planned reduction in federal COPS Universal Hiring Program. These officers are part of the Governor's Task Force which participates in the "Operation Safe Streets" program in Wilmington.
- ◆ Recommend enhancement of 1.0 FTE Auto Theft Unit Assistant to meet match requirement of federal COPS MORE grant. Delaware State Police were awarded a grant; this recommendation will provide an additional FTE to the 2.0 NSF FTEs that were approved by the Delaware State Clearinghouse Committee.
- ◆ Recommend one-time funding for \$33.3 in the Budget Office's contingency for vest replacement and \$66.6 for handgun and shotgun replacements. This funding will provide replacement equipment for State Troopers.

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- ◆ Recommend one-time funding of \$93.4 in the Budget Office's contingency for School Resource Officer training. This request will provide personnel funding while the officers are in the state training academy.
- ◆ Recommend one-time funding of \$3.0 in the Budget Office's contingency for front seat barriers for fleet vehicles. This will provide front barriers for Capitol Police patrol cars located in Wilmington, Dover, and Georgetown.

CAPITAL BUDGET:

- ◆ Recommend \$540.0 for the second lease payment for a new helicopter to replace the one purchased in 1989.
- ◆ Recommend \$1,300.0 to complete construction of the new Troop II facility located in Glasgow.

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 1993, the department's role in many policy areas has increased dramatically. 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. The Secretary also serves as co-chair on the Court Security Task Force as well as a member of both the 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.

PUBLIC SAFETY

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BUDGET

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	7,321.4	4,444.2	4,419.3
ASF	41.5	505.0	505.7
TOTAL	7,362.9	4,949.2	4,925.0

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	50.4	55.9	56.7
ASF	1.0	1.0	1.0
NSF	29.1	29.1	29.1
TOTAL	80.5	86.0	86.8

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% fiscal documents received, reviewed and processed within three days	87*	95	95
% constituent contacts responded to within three days	78	90	90

**10 percent of documents sampled were not date stamped, so the actual level of performance may have been significantly higher, however, could not be verified. The fiscal section is reiterating procedures among staff members to avoid this problem in the future.*

BOILER SAFETY **45-01-10**

MISSION

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

KEY OBJECTIVES

- Revise rules and regulations to reflect changes in industry standards outlined by pertinent national organizations.
- Conduct seminars on boiler safety, operation and maintenance for school district personnel.
- Establish mechanism to license boiler installation contractors to ensure adherence to published Delaware and national installation standards.
- Implement enhancements to electronic database to increase efficiencies, particularly remote submission of inspection reports and data sheets.

BACKGROUND AND ACCOMPLISHMENTS

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 is responsible for inspection and oversight of insurance company inspections of boilers and pressure vessels in places of public assembly.

The division initiated cooperative efforts with code enforcement agencies in the cities of Dover and Wilmington as well as all three counties whereby the division is informed when new boilers are installed so inspection can be made prior to issuance of Certificate of Occupancy.

The division implemented a new boiler and pressure vessel database that allows electronic transfer of data. Inspection reports can now be completed electronically and loaded into the system, thereby decreasing

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paperwork and increasing efficiencies. The division is working with the vendor and Office of Information Services (OIS) to transition all insurance companies to using the database and electronic reporting system by January 1, 2001.

The division is working with the Delaware Justice Information System (DELJIS) 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 consist of 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 21,000 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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# overdue inspections	317*	200	0
% boiler violations corrected within 60 days	44	75	75
# boiler safety seminars	3	4	5

**The number of inspections has been reduced by approximately 77 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 radio 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, 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 missions.
- 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

Communication is working cooperatively with the Office of Telecommunications Technology (OTT) 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 Communication and OTT with both internal state users of radio communications and external customers, including the fire service and local law enforcement agencies.

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 recruiting and retaining qualified technicians critical to the implementation of the 800 MHz system.

PUBLIC SAFETY

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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.
- Respond to emergency incidents affecting communications.

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# scheduled customer service requests	472	1,000	1,000
Average # of days to complete requests	13.5	15	15

**Data available only for 3rd and 4th quarters in FY 2000 due to implementation of an automated Maintenance Management System or MMS in late fall 1999.*

DELAWARE EMERGENCY MANAGEMENT AGENCY (DEMA)

45-01-30

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.
- 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 Delaware State Police, State Fire School, Public Health and local law enforcement agencies, plan and implement training in terrorism for the "first responder" community.

BACKGROUND AND ACCOMPLISHMENTS

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 nine Presidential declarations and administered over \$30 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.
- 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.
- 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.
- 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

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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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# emergency management classes, workshops or seminars conducted	25	20	20
% FEMA-negotiated activities completed satisfactorily	94.7	100	100

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

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 64 percent to 66 percent, increase safety belt use in personal injury crashes from current 78 percent to

80 percent and reduce child restraint misuse from current 84 percent to 77 percent, by October 2001.

- **Impaired Driving** – Enhance enforcement efforts, the adjudication process, treatment services and public awareness initiatives aimed to reduce alcohol-related fatalities from 38 percent to 31 percent, by October 2001.
- **Aggressive Driving** - Enhance enforcement efforts, public awareness programs and educational efforts focused on reducing all crashes resulting from aggressive driving acts from current 43 percent to 41 percent and fatal crashes resulting from aggressive driving behaviors from current 50 to 45 percent, by October 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 39 percent of all such injuries to 38 percent, by October 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 driver under the influence (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.

PUBLIC SAFETY

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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. One component of this system is development of an automated crash report for use by all law enforcement agencies within the state, similar to the automated Enhanced Police Complaint (EPC) form. This will allow real time crash reporting and information availability.

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 impaired driving, occupant protection, aggressive driving, bicycle and pedestrian safety, and speed reduction.

OHS will continue to use on-going 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 2000* Actual	FY 2001** Budget	FY 2002** Gov. Rec.
% seatbelt use	64	66	68
% seatbelt use in personal injury crashes	78	80	81
% child restraint misuse	89	77	75
% alcohol-related fatalities	32	31	29
% of crashes related to aggressive driving behaviors	43	41	40
% of fatal crashes related to aggressive driving behaviors	50	45	43
% ages 0-15 injured in bicycles crashes	39	38	37

* Data is collected based on the Calendar Year (e.g. FY 2000 actual data reported is for Calendar Year 1999).

** FY 2001 and FY 2002 data are based on Federal Fiscal Year (October 1 through September 30).

PUBLIC SAFETY

45-00-00

CAPITOL POLICE

45-02-00

MISSION

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

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. In addition, Capitol Police is among the several agencies represented on the Court Security Task Force, co-chaired by the Secretary of Public Safety and a Superior Court Judge. This task force continues to review court security concerns, make recommendations and seek additional resources.

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 was conducted 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".

BUDGET

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	1,743.0	2,119.4	2,351.3
ASF	--	--	--
TOTAL	1,743.0	2,119.4	2,351.3

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	35.2	44.0	54.0
ASF	--	--	--
NSF	1.8	--	--
TOTAL	37.0	44.0	54.0

CAPITOL POLICE

45-02-10

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

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- Provide and maintain a prisoner holding area that is accessible to other state, county, local and federal agencies.
- Provide executive protection for the Governor's and Lieutenant Governor's Offices, 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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
Average response time (minutes)	2.7	2.5	2.5
% clearance rate *	97.5	95	96
% officers completed U.S. Marshall School court security training	80	76	70**
# in-service training hours provided (Council on Police Training requires 16 hours per year)	24	24	24
# training seminars provided	22	30	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.

** This goal anticipates that 11 new officers (between vacancies and new positions authorized) will have to attend this training.

OFFICE OF THE ALCOHOLIC BEVERAGE CONTROL COMMISSIONER (OABCC)

45-03-00

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.

KEY OBJECTIVES

- Establish new Office of the Alcoholic Beverage Control Commissioner, pursuant to House Bill 660 of the 140th General Assembly.
- Develop strategic plan and operating policies. Obtain sufficient resources for on-going operations of the new office.
- Revise and streamline the rules governing the alcoholic beverage industry.

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 Delaware Alcoholic Beverage Control Commission underwent Joint Sunset Committee Review from 1998-2000. Pursuant to House Bill 660, a new system for the regulation of the alcoholic beverage industry was established. Effective December 1, 2000, regulation of the industry will be the responsibility of an Alcoholic Beverage Control Commissioner, who is appointed by the Governor and confirmed by the Senate. The Commissioner's decisions may be appealed to a three-member Appeals Commission whose members are also appointed by the Governor and confirmed by the Senate.

A major activity over the next year will be developing the strategic plan, operational policies, and obtaining the resources necessary to the evolution, operation and institutionalization of this new office.

PUBLIC SAFETY
45-00-00

Enforcement of 4 Delaware Code and the Rules of the OABCC shall remain with the Division of Alcoholic Beverage Control and Tobacco Enforcement.

BUDGET

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	--	--	413.5
ASF	--	--	--
TOTAL	--	--	413.5

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	--	--	7.0
ASF	--	--	--
NSF	--	--	--
TOTAL	--	--	7.0

**OFFICE OF THE ALCOHOLIC BEVERAGE
CONTROL COMMISSIONER (OABCC)**
45-03-10

ACTIVITIES

- License alcoholic beverage establishments.
- Hear complaints regarding licensing and/or conduct of business of alcoholic beverage establishments.
- Provide administrative support to the Appeals Commission.

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% new applications prepared to be heard before the Commissioner within 60 days	67.4	80	80

Previously reported under Division of Alcoholic Beverage Control 45-04-10.

**DIVISION OF ALCOHOLIC BEVERAGE
CONTROL AND TOBACCO
ENFORCEMENT (DABCTE)**
45-04-00

MISSION

To ensure the health, safety and welfare of public by enforcing the laws and regulations pertaining to the activities of the alcoholic beverage industry and laws and regulations prohibiting the sale of tobacco products to persons under age 18.

KEY OBJECTIVES

- Continue enforcing the State Liquor Control Act and the Rules of the Alcoholic Beverage Control Commissioner, in conjunction with and support of the Office of the Alcoholic Beverage Control Commissioner and Appeals Commission.
- Continue enforcing 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.

BACKGROUND AND ACCOMPLISHMENTS

Effective December 1, 2000, the Division of Alcoholic Beverage Control (DABC) became the Division of Alcoholic Beverage Control and Tobacco Enforcement (DABCTE). This was the result of recommendations made by the Joint Sunset Committee during their review of the Delaware Alcoholic Beverage Control Commission from 1998-2000 and enactment of related legislation (House Bill 660). Therefore, some of the division's administrative and regulatory functions have been transferred to the Office of the Alcoholic Beverage Control Commissioner. The DABCTE is now responsible for the "administrative, ministerial, budgetary and clerical functions for the enforcement of the alcohol laws of Title 4 and youth access to tobacco laws in Title 11."

Prior to this transfer of functions, the former Division of Alcoholic Beverage Control completed the following:

Underwent 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 former Alcoholic Beverage Control Commission (ABCC) to modernize the rules governing the alcoholic beverage industry.

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45-00-00

An outgrowth of this process resulted in shifting the alcohol sale tax collection activities to the Department of Finance, 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 allowed the former 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 identification cards have been eliminated and replaced with additional training classes.

The division 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 DABCTE is participating in the enforcement of the prohibition of the sale of alcohol to minors.

Similarly, DABCTE 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. Unfortunately, due to a March 2000 Supreme Court Ruling regarding the FDA's lack of jurisdiction over the issue, the contract was terminated.

At the state level, the DABCTE 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 2001, the DABCTE was provided \$315.0 in additional funding for tobacco enforcement from the tobacco industry.

In December 1999, the division implemented a zero-tolerance policy on retailers who sold tobacco to youth under age 18. Within three months, the compliance rate rose dramatically from 67 percent compliance to 82 percent by March 2000.

In Fiscal Year 1999, the division produced public service announcements (PSAs) to promote awareness among minors during the prom season, encouraging

alcohol free prom celebrations. These public awareness announcements were recognized with a national award.

BUDGET

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 Gov. REC.
GF	963.2	1,023.6	822.7
ASF	62.4	425.3	427.1
TOTAL	1,025.6	1,448.9	1,249.8

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 Gov. REC.
GF	19.0	19.0	14.0
ASF	2.0	6.0	6.0
NSF	2.0	2.0	--
TOTAL	23.0	27.0	20.0

DIVISION OF ALCOHOLIC BEVERAGE CONTROL AND TOBACCO ENFORCEMENT (DABCTE)

45-04-10

ACTIVITIES

- Enforce the alcoholic beverage laws and regulations.
- 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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% compliance with prohibition on sale of alcohol to minors (under 21)	51	78	80
% compliance with prohibition on sale of tobacco to minors (under 18)	84	76	85
% complaints investigated and resolved within 30 days	74.3	80	80

PUBLIC SAFETY

45-00-00

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

To directly support the departmental key objectives, the State Police will:

- Continue to 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 120,000 traffic arrests annually.

The foremost concern of the Delaware State Police is reducing crime. In recent years, the State of Delaware has benefited from reductions in crime. Part I crimes decreased nearly 14 percent during the two-year period of 1998 and 1999. Towards this end, the Delaware State Police have participated in a number of successful programs and continue to work with ongoing projects, including:

- Implemented the DiCAT program, designed to identify crime trends and strategies to combat and resolve those trends. The Real Time Crime Reporting System, implemented statewide beginning January 2000, significantly enhanced these efforts.

- 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 community policing van and four community policing officers and a kiosk to provide information regarding state services and jobs.
- 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.
- Continued the School Resource Officer Program in high schools throughout the State. During the 2000-2001 school year, the program expanded, as planned, to 21 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.
- Designed a special training program 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.
- Secured funding to establish a Computer Forensics Unit trained in forensic examination of computers, allowing and investigation of crimes committed using computers or supported by the use of computers.
- Established a Video Lottery Unit to ensure the integrity of the state administered video lottery system.

PUBLIC SAFETY

45-00-00

- Expanded the 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 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	72,068.5	73,427.9	76,316.9
ASF	2,274.4	2,555.4	4,733.9
TOTAL	74,342.9	75,983.3	81,050.8

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	757.9	762.1	768.3
ASF	23.5	25.5	23.5
NSF	28.6	31.4	31.2
TOTAL	810.0	819.0	823.0

EXECUTIVE 45-06-01

ACTIVITIES

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

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
Violent crime rate (per 100,000 DSP-only service population)*	308	363	350
Part I crime rate (per 100,000 DSP-only service population)*	2,119	2,280	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.

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# Minor Capital Improvement Projects performed in-house versus those addressed by Administrative Services	5	3 of 18	3 of 18

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# mobile data terminals deployed	335	complete	N/A
Driving Under the Influence (DUI) enforcement (arrests)	3,901	4,000	4,100

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

PUBLIC SAFETY

45-00-00

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
Clearance rate* for all criminal investigations	76	79	79
# Domestic Violence complaints investigated	8,839	9,500	9,000

* 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 during a 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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
of automobile thefts*	698	1,075	1,000
of stolen vehicles recovered*	62	65	65

*According to Uniform Crime Report (UCR).

AVIATION

45-06-06

ACTIVITIES

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

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% medivac flight hours to total flight hours (helicopters only)	42	50	50

TRAFFIC

45-06-07

ACTIVITIES

- Maintain traffic crash and enforcement data.
- Administer radar, Visual Average Speed Computer and Recorder (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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# of arrests made by DSP related to aggressive driving behaviors	58,175	48,500	59,000
# of crashes responded to by DSP related to aggressive driving behaviors	7,373	6,500	6,500
% of crashes responded to by DSP resulting from aggressive driving behaviors	57	37	40
Crashes per 100 million vehicles miles traveled	156	150	150

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# persons fingerprinted	24,041	30,000	30,000
# criminal histories requested	24,722	21,000	25,000
# firearm transactions approved	10,575	13,750	13,750
# firearm transactions denied	453	800	800

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

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# in-service training classes	78	180	150

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

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
Total calls for service (911) received	208,705	203,500	205,000

TRANSPORTATION
45-06-11

ACTIVITIES

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

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% division vehicles requiring outside contractual repairs	9	15	10

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

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# 5th grade students trained in Drug Abuse Resistance Education (D.A.R.E.) - public schools	6,079	9,750	9,750
# 5th grade students trained in D.A.R.E. - parochial schools	773	1,650	1,000
# victim service cases	6,333	8,500	7,500

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 that 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 695,000 vehicles and 556,000 drivers, conducting approximately 1.3 million transactions and collecting over \$84 million in revenue annually.

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 1999 alone, the division conducted 149,907 gas cap and 105,508 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. In addition, a five-year exemption for new cars was implemented in FY 2000. These programs have significantly mitigated the effect of the enhanced emissions test procedure.

The Digital Drivers License system, an integral part of the NCIC 2000 initiative, has been fully operational for three years. 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, 76 percent of all DMV employees have received basic customer service training and 22 percent have completed 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.

BUDGET

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	9,038.3	9,257.2	9,615.0
ASF	4,142.1	4,031.2	3,998.8
TOTAL	13,180.4	13,288.4	13,613.8

POSITIONS

	FY 2000 ACTUAL	FY 2001 BUDGET	FY 2002 GOV. REC.
GF	197.0	201.0	201.0
ASF	26.0	26.0	26.0
NSF	--	--	--
TOTAL	223.0	227.0	227.0

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.

PUBLIC SAFETY

45-00-00

PERFORMANCE MEASURES

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
% of division employees completing dept. mandatory training			
- All DMV staff	35	100	
- Supervisor training	75	--	100
% employees completing basic customer service training	76	85	90
% employees completing follow-on customer service training	22	100	100
# employees receiving computer training	45	150	100

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 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
# days waiting for CDL test			
Dover	4.5		
Georgetown	5		
New Castle	13.5		
Wilmington	2	7*#	7
% of administrative hearings scheduled within 30 days	98.4	97	98

**Represents division standard. CDL testing capacity in New Castle County has doubled with the opening of the new Greater Wilmington DMV facility at Minquadale.*

#Revised goal from FY 2001 Governor's Recommended Budget given FY 2000 actual.

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 21 Delaware Code.
- 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.
- 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

	FY 2000 Actual	FY 2001 Budget	FY 2002 Gov. Rec.
Average turnaround time (days) in Dealer Title section.	8.1	7	7