MISSION

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

KEY OBJECTIVES

- Successful preparation for and response to natural and man-made catastrophes.
  - Ensure 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.
  - Work with the Delaware State Police (DSP), State Fire School, Division of Public Health and local law enforcement agencies to plan, obtain equipment for and support the implementation of training for homeland security or terrorist-related events for the first responder community.

- Prevent crime.
  - Continue to reduce violent crime and Part I crimes within the DSP service area.
  - Continue to gather intelligence and analyze and disseminate information to thwart criminal and terroristic acts.
  - Increase the number of criminal cases solved.
  - Continue training to address growing or emerging crime trends.

- Make the State’s highways safe.
  - Enhance enforcement, public awareness programs and educational efforts to increase seatbelt use and reduce alcohol-related fatalities, fatal crashes resulting from aggressive driving and pedestrian fatalities.

- Ensure the safety of state employees and facilities.
  - Increase police and security presence within state facilities.
  - Continue to develop and enhance planning, training and exercises in emergency evacuation and threat procedures.

- Protect the health of residents and youth.
  - Continue enforcing the State Liquor Control Act and the rules 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.
  - Produce public educational awareness programs regarding the responsible use of alcoholic beverages and tobacco products.

- Ensure reliable and effective statewide emergency communications capability.
  - Support and maintain the statewide 800 MHz system.
  - Support and maintain the State’s conventional radio systems.
Office of the Secretary 45-01-00

Mission
To promote safety and homeland security 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 departmental leadership in matters of safety and homeland security.
- Provide broad policy and fiscal guidance to the operating divisions.
- Encourage collaborative approaches to problem identification and solving.
- Coordinate policy, administrative and support functions for the department, including budgetary and fiscal activities, public relations, information technology, legislative activities and constituent relations.

Background and Accomplishments
The Office of the Secretary provides:
- Chairmanship for the Delaware Homeland Security Council;
- Chairmanship for the Delaware Emergency Medical Services Oversight Committee;
- Membership to the Diamond State Port Corporation;
- Leadership and coordination of the Law Enforcement Subcommittee of the Domestic Violence Coordinating Council;
- Administration of State Aid to Local Law Enforcement (Grants-In-Aid appropriation);
- Coordination and development of departmental civilian employee training programs;
- Departmental technology coordination and implementation;
- Guidance to division directors;
- Leadership in security development and implementation;
- Leadership in data collection efforts involving traffic stops; and
- Decision making during emergency response to natural and man-made disasters.
SAFETY AND HOMELAND SECURITY
45-00-00

FUNDING

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POSITIONS

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<td>100.0</td>
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ADMINISTRATION
45-01-01

ACTIVITIES

- Provide guidance in policy planning, operational priorities and mission execution.
- Promote community outreach activities and establish partnerships to improve delivery of services.
- Coordinate and execute the department’s fiscal activities.
- Provide comprehensive human resource services to the division managers and employees, including training and continuing education opportunities.
- Provide public relations assistance to the divisions and coordinate the department’s public relations activities.
- Develop, track and advocate the department’s legislative agenda.
- Administer the State Aid to Local Law Enforcement program and related programs.
- Manage the department’s information technology program.

PERFORMANCE MEASURES

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<tr>
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<tbody>
<tr>
<td>% of fiscal documents received, reviewed and processed within three days</td>
<td>82</td>
<td>85</td>
<td>85</td>
</tr>
<tr>
<td>% of constituent contacts responded to within three days</td>
<td>85</td>
<td>86</td>
<td>86</td>
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</table>

COMMUNICATION
45-01-20

MISSION

To promote public safety through the installation, removal, repair, modification and alignment of the State’s radio communication 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 State’s 800 MHz system, radio systems, mobile traffic radar, portable public address systems and sound systems in Legislative Hall, focusing on minimizing customer outages.
- Support and maintain the State’s 700 MHz system, which offers reliable and integrated digital voice and data communications to and from fixed stations and mobile subscriber devices throughout all parts of Delaware.
- Extend services, subject to availability of resources, to municipalities, towns, counties and volunteer fire, rescue and ambulance companies.

BACKGROUND AND ACCOMPLISHMENTS

In addition to maintenance and repairs, the division was instrumental in the installation of the 800 MHz and 700 MHz systems, microwave systems, mobile data computers, automatic vehicle location and global positioning systems, automatic passenger counters, annunciators, paging systems, radar equipment, variable messaging/speed signs and sound/recorder systems at Legislative Hall.

The division extended its services to provide support for New Castle and Kent Counties, Delaware Transit Corporation, the Cities of Wilmington, Dover, Milford, Camden and Wyoming and the Delaware Volunteer Firefighter’s Association.

The division collaborated with city, county and private industry representatives to create and implement the rules and regulations to support Senate Bill 79 for in-building radio communications for new buildings constructed over 25,000 square feet.

The division assisted in the development of the Statewide Communications Interoperability plan in
conjunction with the Public Safety Interoperable Communications (PSIC) grant program.

**Activities**

- Repair and maintain communications equipment including:
  - Portable and fixed radios;
  - Public address and sound systems;
  - Mobile traffic radar and video systems;
  - 911 computer consoles;
  - Digital microwave systems;
  - Uninterruptible power supplies;
  - System and fault management terminals;
  - Network servers;
  - Mobile data terminals;
  - Automatic vehicle location systems;
  - Passenger counters; and
  - Annunciators and sirens.
- Perform system and fault management for the 800 and 700 MHz systems.
- Participate in the planning and implementation of radio systems.
- Respond to emergencies affecting communications.
- Manage the 800 MHz users group.
- Manage communication tower leases.
- Obtain and manage contractual support for:
  - Depot repairs;
  - Electronics and civil engineering;
  - Generator and air conditioner maintenance;
  - Test equipment calibration;
  - Tower climbing and maintenance;
  - Grounds keeping;
  - Software support;
  - Technical assistance and training;
  - Shipment and delivery; and
  - Fire suppression systems.

**Performance Measures**

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<tr>
<th></th>
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<tbody>
<tr>
<td>% of statewide 800 MHz portable radio coverage</td>
<td>98</td>
<td>97</td>
<td>98</td>
</tr>
<tr>
<td>% of statewide 800 MHz portable radio in-building coverage (critical)</td>
<td>97</td>
<td>97</td>
<td>97</td>
</tr>
<tr>
<td>% of statewide 700 MHz portable radio coverage</td>
<td>95</td>
<td>97</td>
<td>97</td>
</tr>
<tr>
<td>% of statewide 700 MHz portable radio in-building coverage</td>
<td>98</td>
<td>97</td>
<td>98</td>
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**Delaware Emergency Management Agency**

**Mission**

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

**Key Objectives**

- Ensure federal and state mandates for planning and services are accomplished to satisfy preparedness, response, recovery and mitigation goals and objectives.
- Sustain and increase disaster response and recovery capabilities through emergency management skill development and training and exercise initiatives for emergency operations.
- Continue to meet the federal requirements for state and local Mitigation Plans in conjunction with FEMA.
- Sustain the National Incident Management System within state and local emergency plans and assist local municipalities with maintenance of compliance standards.
- Ensure all emergency plans are consistent with the National Preparedness Goals and Objectives; Federal Comprehensive Preparedness Guides; and National Emergency Management Standards.
- Develop and maintain a multi-year training and exercise plan to provide to Delaware’s response community, private sector, volunteer agencies and organizations.

**Background and Accomplishments**

DEMA, along with local emergency management organizations, addresses the possibility of the occurrence of emergency incidents statewide, including natural,
SAFETY AND HOMELAND SECURITY
45-00-00

radiological, chemical hazards, terrorism and situations pertaining to public safety.

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

- Provided emergency management operations in response to natural disaster incidents effecting Delaware;
- Coordinated and processed a Major Federal Emergency Declaration for preparation and recovery from Hurricane Irene;
- Revised the Delaware Emergency Operations Plan (DEOP) and developed hazard specific annexes to comply with the Incident Command Structure (ICS) format;
- Completed the required federally graded Radiological Emergency Planning exercise with no deficiencies;
- Reviewed state and local emergency plans for compliance and integration with the DEOP;
- Improved capability to secure federal disaster declarations and administer federal disaster recovery;
- Conducted Emergency Management Assistance Compact training for state and local personnel;
- Developed private-public and state-local partnerships to coordinate information and resources for emergency planning, response and recovery;
- Maintained Storm Ready status, as recognized by the National Oceanic and Atmospheric Administration;
- Supported and maintained a mobile radiation monitoring vehicle for gathering radiological information and electronic relay to the state Emergency Operations Center (EOC);
- Administered approximately $90 million of federal grants, providing equipment, training, exercise and planning activities to over 10,000 emergency response personnel to improve their terrorism preparedness;
- Participated in the Active Shooter Working Group to develop policy and procedures for state government buildings; and
- Developed a template for long-term care facilities for the Department of Health and Social Services and supported the agency in presenting, explaining and applying the principals of plan development to their customers.

ACTIVITIES

- Plan, train, coordinate, and support response efforts of all-hazards homeland security issues, including chemical, biological, explosive, incendiary, radiological, technological and natural or storm-related hazards.
- Review and sustain the DEOP as a living document for compliance with federal guidance and complete the development of Hazard Specific Annexes.
- Provide position-specific training to DEMA Staff and state EOC participants, which includes local, state, private sector and non-governmental partners on the DEOP and EOC procedures.
- Coordinate review of emergency plans with state and local partners.
- Conduct emergency management/response training statewide to prepare for, respond to and recover from incidents.
- Conduct statewide terrorism preparedness threat, capability and needs assessments for emergency response disciplines.
- Update standard operating procedures for the EOC to comply with ICS standards.
- Continue the development of a comprehensive Delaware shelter strategy for community shelters, serving general population evacuees, as well as evacuees with medical and developmentally disabled needs, unaccompanied minors and pets.
- Support protective action and resource collaboration planning for the Delmarva Peninsula.
- Participate in emergency planning for the developmentally disabled and special needs communities.
- Conduct annual THIRA, State Preparedness, Reports, FEMA Gap Analysis and other federally required reports pertaining to mandated U.S. Homeland Security and FEMA requirements.
- Maintain preparedness in order to activate the EOC as the central point of coordination and support for pre-disaster, ongoing and post-disaster recovery activities.
- Coordinate post-emergency recovery efforts with local, state and national partners.
- Conclude, coordinate and support exercises to deliver services during domestic threats and natural or technological emergencies.
- Maintain the Delaware Emergency Notification System, a statewide system for rapidly notifying the public by telephone in the event of an emergency.
SAFETY AND HOMELAND SECURITY
45-00-00

PERFORMANCE MEASURES

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<tr>
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<tbody>
<tr>
<td># of completed plans within the mandated time period</td>
<td>6</td>
<td>6</td>
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</tr>
<tr>
<td># of comprehensive annual reviews and updates of plans during the required time period</td>
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<td>9</td>
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<tr>
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<tr>
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<td>4</td>
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HIGHWAY SAFETY
45-01-40

MISSION

The Office of Highway Safety (OHS) is committed to improving safety on Delaware roadways through the administration of federal highway safety funds, the analysis of crash data to identify problem locations and priority areas and the development and implementation of countermeasures to combat unsafe driving behavior.

KEY OBJECTIVES

- Coordinate enforcement and public awareness initiatives to increase the statewide seatbelt use rate.
- Coordinate enforcement and public awareness initiatives and continue to monitor alcohol and other drug treatment services to decrease the percentage of impaired driving-related fatalities.
- Coordinate enforcement and public awareness initiatives to decrease the percentage of fatal crashes resulting from aggressive driving behaviors.
- Coordinate enforcement and public awareness initiatives to decrease the percentage of motorcycle fatalities.
- Continue to support Traffic Records Coordinating Committee partners’ efforts to enhance existing traffic records systems to aid in accurate, timely and complete data analysis.

BACKGROUND AND ACCOMPLISHMENTS

OHS coordinates highway safety initiatives focused on public outreach and education, high-visibility enforcement and collaboration with state and local governments and various other highway safety partners.

Programming resources are directed to the following identified highway safety priority areas: occupant protection, impaired driving, aggressive driving, traffic records and motorcycle safety.

In cooperation with DSP and other local law enforcement agencies, efforts to increase seatbelt and child restraint use include participation in the national Click It or Ticket campaign, coordination of additional overtime enforcement and development of high-visibility outreach campaign. OHS also offers a child safety seat fitting station in each county where parents and caregivers can have their car seat installed for free.

To reduce the incidence of impaired driving, OHS coordinates the State’s participation in the National Highway Traffic Safety Administration (NHTSA) Region III impaired driving enforcement and public awareness initiative, Checkpoint Strikeforce. Additionally, OHS coordinates DUI-related training opportunities for law enforcement officers, prosecutors and the Judiciary and provides traffic-related enforcement equipment for the law enforcement community. OHS also serves as the liaison between DUI offenders and the education and outpatient treatment providers.

To address the problem of aggressive driving, OHS coordinates the Respect the Sign enforcement and public awareness program. Through a data-driven problem identification process, targeted enforcement initiatives are conducted in prevalent aggressive driving-related crash locations. Outreach efforts include paid media, earned media and use of social media techniques.

OHS continues to work with many partners, including the Department of Transportation, DSP, Delaware Justice Information System, Office of Emergency Medical Services and others to upgrade existing traffic records systems. The upgrades will provide for complete and accurate data analysis to ensure resources are allocated in a manner consistent with identified problems.

OHS works with a variety of partners to create education and enforcement campaigns designed to decrease the incidence of motorcycle crashes. The motorcycle campaign encourages motorists to be alert for motorcyclists and encourages motorcyclists to drive responsibly.

ACTIVITIES

• Identification of the types of crashes that are occurring, the crash locations and the primary contributing circumstances leading to these crashes.
• Monitoring legislative activities that impact highway safety.
• Monitoring the effectiveness of approved highway safety projects.
• Developing and coordinating public awareness and outreach activities with an emphasis on the identified priority areas.

**PERFORMANCE MEASURES**

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<th>CY 2014</th>
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<tr>
<td>% of seatbelt use</td>
<td>90</td>
<td>93</td>
<td>93</td>
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<tr>
<td>% of alcohol-related fatalities</td>
<td>28</td>
<td>23</td>
<td>26</td>
</tr>
<tr>
<td>% of aggressive driving-related fatal crashes</td>
<td>45</td>
<td>36</td>
<td>36</td>
</tr>
<tr>
<td>% of motorcycle fatalities</td>
<td>19</td>
<td>12</td>
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**DEVELOPMENTAL DISABILITIES COUNCIL 45-01-50**

**MISSION**

The mission of the Developmental Disabilities Council (DDC) is to promote and embrace inclusion, equality and empowerment for persons with disabilities.

**KEY OBJECTIVES**

• The council advocates for change and educates communities to be responsive and sensitive to the needs, preferences and choices of all people with developmental disabilities and their families, which will enhance their participation in life and society. This is achieved through:
  − Holding agencies accountable;
  − Facilitating access to culturally competent services;
  − Educating the public and policy makers; and
  − Funding projects that promote systems change.

**BACKGROUND AND ACCOMPLISHMENTS**

The DDC is authorized by Public Law 106-402 to address the unmet needs of people with developmental disabilities through system-wide advocacy, planning and demonstration projects.

**ACTIVITIES**

• **Junior Partners in Policymaking Program:** This trademarked inclusive education program runs for one week at the University of Delaware. Students ages 15 - 21 live on campus, eat in a dining hall and attend classes. They are taught self-advocacy skills that will prepare them to advocate, not only for themselves or their family members, but also for all Delawareans with disabilities.

• **Employer Education Project:** During this project 100 Delaware employers will receive information on the benefits of hiring people with disabilities. They will learn about tax and other incentives and the outstanding work ethic of people with disabilities. This project supports the Governor’s initiative of increasing the number of people with disabilities in the workforce and Delaware becoming an “Employment First State”.

• **Legislation, Independence through Assistive Technology, Family and Education Conference:** This annual conference is the largest disabilities-related conference in the state. It is a multi-agency collaboration that conducts 12 workshops in four main tracks involving disabilities issues.

• **Nurses Training Project:** During this project, nursing professors from Wesley College will train 300 nurses in Delaware on issues they need to be aware of when working with people with disabilities. The training will be conducted at each of the State’s nursing schools, hospitals and long-term care facilities. This project will improve both the medical care provided to Delawareans with disabilities and the overall experience they have when receiving that care.

• **Secondary Transition Planning and Services Needs Assessment:** During this project, a representative sample of 90 middle and high school administrators will be interviewed. The interview will determine the process in their schools to disseminate information to both students with disabilities and their parents on what is needed to be done to successfully transition to either employment or higher education after the students leave high school. This project will improve the transition process for both the students and their parents.

**PERFORMANCE MEASURE**

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<tr>
<td># of Partners in Policy-making programs</td>
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**State Council for Persons with Disabilities**

**45-01-60**

**Mission**

The mission of the State Council for Persons with Disabilities (SCPD) is to unite in one council disability advocates and state agency policy makers to ensure individuals with disabilities are empowered to become fully integrated within the community.

**Key Objectives**

- Monitor implementation of the Medicaid for Workers with Disabilities program.
- Advise the Division of Medicaid and Medical Assistance (DMMA) on the implementation of the Money Follows the Person program and rebalancing of long-term care funds.
- Monitor and advise Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) and DMMA on the Diamond State Health Plan-Plus.
- Monitor and advise DSAAPD on its personal attendant services program.
- Advocate for increased services and programs for individuals with acquired brain injuries.
- Advocate for people with disabilities to have the opportunity to live in safe, affordable housing that is accessible and integrated in the community with appropriate support services.
- Promote implementation of the recommendations in the Housing Needs Study.
- Monitor and make recommendations regarding public paratransit services.
- Advocate for legislation that better defines the State’s role in addressing Americans with Disabilities Act (ADA) complaints in places of public accommodation.
- Advocate for legislation which promotes better guardianship laws relating to people with disabilities.
- Formally establish the Employment First Oversight Commission as required by House Bill 319.

**Background and Accomplishments**

SCPD analyzes and promotes state, federal and local legislation, regulations, programs and policies to ensure they effectively meet the needs of persons with disabilities in Delaware. SCPD is a cross-disability council created by Delaware Code. Membership includes state agencies, providers, advocacy organizations, individuals with disabilities and their family members. The council addresses a vast scope of disability-related issues including, but not limited to, housing, employment, transportation, workforce, health care and community-based services.

SCPD has been critical in the passage of the following pieces of legislation:

- House Bill 30, which mandates a statewide attendant services program;
- House Bill 447, which strengthens accessible parking laws for people with disabilities;
- House Bill 154, which makes it easier to integrate community-based housing for all persons with disabilities and eliminates provisions that are invalid under the Federal Fair Housing Act;
- Senate Bill 121, which provides opportunities for persons with disabilities in state employment;
- Senate Bill 261, which creates an exception to the Nurse Practices Act and clarifies that competent individuals should be allowed to delegate health care acts to others;
- House Bill 433, which creates a lemon law for assistive technology devices;
- House Bill 355, which ensures eligible persons may receive services from the DSAAPD even when those persons are receiving primary case management services from another state agency;
- House Bill 83, which requires accessible call buttons at gas stations to assist drivers with disabilities with refueling activities;
- House Bill 237, which requires automatic doors or accessible call buttons at newly constructed businesses and places of public accommodation; and
- Senate Bill 285, which promotes accessibility of polling locations.

SCPD initiated the revamping of the regulations for group homes for people with mental illness and staffed two committees of the Commission on Community-Based Alternatives for Individuals with Disabilities. The council has been involved with numerous amendments to state regulations, policies, programs and other legislation that affect persons with disabilities and their families.
SCPD also houses the state ADA Coordinator position, which mediates grievances and issues regarding ADA as it pertains to state agencies. In addition, this position coordinates various trainings on disability-related issues. SCPD also houses the Council on Deaf and Hard of Hearing Equality.

**ACTIVITIES**

- Review all state policies, plans, programs and activities concerning persons with disabilities to determine whether such policies, programs, plans and activities effectively meet the needs of persons with disabilities.
- Make recommendations to the Governor, General Assembly and all state agencies on ways to improve the administration of services for persons with disabilities and facilitate the implementation of new or expanded programs.
- Propose and promote legislation, regulations and policies to improve the well-being of persons with disabilities.

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<tr>
<td># of bills, regulations and policies reviewed by SCPD</td>
<td>155</td>
<td>140</td>
<td>140</td>
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<tr>
<td># of bills, regulations and policies impacted by SCPD</td>
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<td>40</td>
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<tr>
<td># of trainings for council members and/or staff</td>
<td>3</td>
<td>3</td>
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**DIVISION OF GAMING ENFORCEMENT 45-01-70**

**MISSION**

The Division of Gaming Enforcement (DGE) is committed to ensuring the integrity of Delaware’s gaming industry. This is accomplished by identifying and engaging in contemporary, professional and ethical enforcement initiatives. To this end, DGE is founded upon a three-pronged organizational structure: applicant/vendor background investigations, criminal enforcement/investigations and intelligence gathering. These three distinctive components work together to provide a comprehensive approach to ensuring the integrity of the gaming industry in Delaware.

**KEY OBJECTIVES**

- Ensure a safe and lawful environment for the visitors and employees of Delaware’s casinos.
- Ensure suitability of casino employees and vendors through thorough background investigations.
- Provide continued investigative, technical and intelligence gathering training for employees in anticipation of the implementation of the Delaware Gaming Competitiveness Act of 2012.
- Monitor daily casino activity reporting requirements.
- Ensure the most efficient use of personnel and assets through the use of technology, principles of intelligence-led policing and the strategic planning process.
- Partner with other law enforcement and regulatory agencies on issues of mutual concern.

**BACKGROUND AND ACCOMPLISHMENTS**

The DGE was created with the implementation of table games in Delaware’s three gaming venues: Delaware Park, Dover Downs and Harrington Raceway. Since their creation, the DGE has taken the lead with surrounding jurisdictions regarding sharing of criminal intelligence germane to the casino industry through regional intelligence conferences and improved relationships with surrounding venues. The DGE has also built a solid reputation for thorough suitability investigations to obtain licensure by the Delaware Lottery and recommended sanctions for regulatory violations.

**ACTIVITIES**

- Deter, detect, investigate and prosecute criminal offenses relating to gaming in a video lottery facility or elsewhere and relate to the operation of the Delaware Lottery.
- Gather, analyze and disseminate intelligence information regarding casino-related crimes to law enforcement partners and video lottery facilities as permitted by law.
- Investigate the background, qualifications and suitability of each applicant prior to licensing by the Director of the Delaware Lottery.
- Assist the Delaware Lottery in the consideration, promulgation and application of its rules and regulations.
- Exchange information with and receive criminal history information from the Federal Bureau of Investigation for use in considering applicants for any license or registration issued by the State Lottery Office.
SAFETY AND HOMELAND SECURITY
45-00-00

- Request or receive information, materials and any other data from any licensee, registrant or applicant for a license or registration.
- Notify the State Lottery Office of any information that may affect the continued qualifications or suitability of any licensee or registrant.
- Maintain the Involuntary Exclusion List to exclude from all licensed video lottery facilities persons whose presence would be inimical to the interest of the State of Delaware or lottery operations therein.

PERFORMANCE MEASURES

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<tbody>
<tr>
<td># of criminal investigations</td>
<td>405</td>
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<tr>
<td>investigated by DGE detectives</td>
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<td>completed by DGE investigators</td>
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<tr>
<td># of applicants recommended</td>
<td>37</td>
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<td>50</td>
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<tr>
<td>for license denial/revocation</td>
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<td># of persons recommended for</td>
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<td>list</td>
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CAPITOL POLICE
45-02-00

MISSION

Capitol Police are dedicated to protect the occupants and assets within specific state facilities and their environs through a strategic deployment of resources and law enforcement related technologies.

KEY OBJECTIVES

- Transition the new school safety plan into a functional process within Capitol Police that will meet the plan’s expectations.
- Acquire accreditation through the Delaware Police Accreditation Commission.
- Expand the delivery of law enforcement services within the newly renovated sections of the Kent County Courthouse with existing resources.
- Continue to develop and enhance planning, training and exercises in facility emergency response procedures.
- Enhance the services provided to the state agencies and facilities serviced by the division.

BACKGROUND AND ACCOMPLISHMENTS

During its 47-year history, Capitol Police has aspired to improve upon its ability to provide law enforcement services to state agencies and facilities. These services are provided to all three branches of state government. Capitol Police has a visible presence in the state capital, all three county courthouses, Family Courts, Carvel State Office Building, Woodburn and over 80 state facilities in the greater Dover area.

The division has three operations that provide services in Wilmington, Dover and Georgetown, employing both police and security officers. The sworn police officers have statewide jurisdiction and are certified by the Delaware Council on Police Training, most of them have attended the Delaware State Police, New Castle County Police or City of Wilmington Police Training Academies.

FUNDING

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**SAFETY AND HOMELAND SECURITY**

**45-00-00**

### Positions

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**Capitol Police**

**45-02-10**

### Activities

- Investigate crimes, traffic and parking complaints.
- Arrest subjects for violations of the Delaware criminal code by making a physical arrest or through the issuance of a criminal summons.
- Conduct traffic enforcement.
- Maintain public order.
- Pursue proactive and preventive crime prevention efforts.
- Implement, utilize and maintain electronic screening and surveillance equipment.
- Arrest and process subjects wanted by the courts on active capiases and Rule 9 warrants.
- Arrest and process subjects wanted by other law enforcement agencies, in and out of state, on active warrants.
- Transport committed subjects to correctional institutions or treatment centers.
- Provide protective services to the Governor, General Assembly and Judiciary.
- Perform entrance screening for weapons and contraband.
- Provide community policing seminars and training/certification to state employees as requested.

**Performance Measures**

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<tr>
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<tr>
<td># of community policing/training seminars offered to state employees</td>
<td>5</td>
<td>15</td>
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<tr>
<td># of entrants screened for weapons and contraband entering secure state facility</td>
<td>1,757,516</td>
<td>1,775,100</td>
<td>1,792,900</td>
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**Office of the Alcoholic Beverage Control Commissioner**

**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

- Revise and streamline the rules governing the alcoholic beverage industry.
- Develop a strategic plan and operating policies.
- Revise and maintain an updated and accurate file system to enable the prompt and accurate dissemination of information regarding licensees.

### Background and Accomplishments

Delaware has a three-tier system for the sale of alcoholic beverages: suppliers, wholesalers and retailers. The State’s 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 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 became the responsibility of the 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.

Pursuant to House Bill 660, enforcement of 4 Del. C. and the rules of the Office of the Alcoholic Beverage Control Commissioner shall remain with the Division of Alcohol and Tobacco Enforcement (DATE) with the Commissioner holding administrative hearings and rendering decisions on these prosecutions.
SAFETY AND HOMELAND SECURITY
45-00-00

FUNDING

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POSITIONS

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<td>TOTAL</td>
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OFFICE OF THE ALCOHOLIC BEVERAGE CONTROL COMMISSIONER
45-03-10

ACTIVITIES

- License alcoholic beverage establishments, which include package stores, taprooms, taverns, restaurants serving alcohol, hotels, clubs, horse racetracks, multi-purpose sports facilities, wholesalers, suppliers, wineries, breweries, craft distilleries and nonprofit organizations gathering licenses.
- Consider and approve or deny requests for transfers and extensions of premises for existing licensees.
- Review license renewals and collect licensing fees.
- Approve the employment of minors, where allowed and appropriate, in a licensed premise.
- Hold administrative hearings for complaints brought by DATE regarding the manner in which licensees conduct their alcoholic beverage establishments including but not limited to sales by licensees of alcoholic beverages to minors.
- Hold administrative hearings to hear protests of applications for licensure and complaints by adjoining property owners of the manner in which licensees conduct their business.
- Identify issues regarding alcohol that are important on the national and local levels and assist in addressing these issues.
- Provide administrative support to the Appeals Commission.

PERFORMANCE MEASURES

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<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>% of new applications prepared to be heard before the Commissioner within 30 days of application</td>
<td>95</td>
<td>97</td>
<td>97</td>
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<tr>
<td># of applications reviewed</td>
<td>137</td>
<td>160</td>
<td>160</td>
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</table>
MISSION

To protect the health, safety and welfare of people in Delaware through the enforcement of liquor and youth access to tobacco laws, while maintaining the highest state of preparedness for responding to threats against homeland security.

KEY OBJECTIVES

- Continue enforcing the State Liquor Control Act and rules 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.
- Produce public awareness and educational programs regarding the responsible use of alcoholic beverages and tobacco products.

BACKGROUND AND ACCOMPLISHMENTS

DATE is a recognized leader in alcohol and tobacco prevention and known for unwavering commitment to community education initiatives. Dedicated to decreasing the illegal use of alcohol, DATE promotes responsible distribution of alcoholic beverages by licensees, responsible consumption by those of legal age and zero-tolerance for underage consumption.

DATE agents are sworn and certified police officers, vested with statewide authority of arrest for commissioner rule violations, as well as any other Delaware criminal law violation. DATE agents have a diverse range of duties from investigating resident complaints and conducting underage sale compliance checks to enforcing criminal laws and commissioner rules in more than 2,000 licensed establishments. DATE agents attend yearly training to maintain the highest state of preparedness for responding to threats against homeland security and provide security to DEMA during heightened security alerts and exercise drills on the campus.

DATE continues its mission by working with federal agencies and local law enforcement to enforce the prohibitions on the sale of alcohol and tobacco products to minors and has assumed an active role in homeland security. DATE organizes and hosts training designed to assist law enforcement officers to recognize fake, stolen or bootleg items, such as cigarettes, CDs, DVDs and popular apparel. In coordination with the Federal Bureau of Alcohol, Tobacco, Firearms and Explosives, DATE increased its emphasis on interdiction of illegal alcohol and tobacco being transported through Delaware.

At the state level, DATE continues to work with the Division of Public Health and Department of Services for Children, Youth and Their Families to continue the implementation of the statewide strategy for compliance with the Federal Synar Amendment.

In December 1999, the division implemented a zero-tolerance policy on retailers who sold tobacco to youth under age 18. By August 31, 2002, the compliance rate had risen dramatically from 67 to 97 percent and remains at a similar rate today, which is significantly higher than the target compliance rate (80 percent) mandated by the federal government.

The Rewards program for compliant tobacco retail clerks, in which they receive a reward when they do not sell tobacco products to the cooperating underage witness (CUW), contributed to Delaware having the highest compliance rate in the nation. DATE also created a website that contains information for the public and online reporting for agents while out in the field. The agents can access the website from mobile data terminals in their undercover police vehicles.

FUNDING

<table>
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<tr>
<th></th>
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POSITIONS

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ALCOHOL AND TOBACCO ENFORCEMENT

ACTIVITIES

- Enforce alcohol and tobacco laws and all other public safety laws.
- Develop programs to promote the reduction of alcohol consumption.
SAFETY AND HOMELAND SECURITY
45-00-00

- Conduct the CUW program.
- Promote and participate in the Cops-in-Shops program.
- Participate in impaired driving checkpoints in all counties.
- Lead the Tobacco Enforcement program and cooperate with the Department of Health and Social Services’ tobacco compliance activities.
- Administer and conduct alcohol server training.
- Provide security to DEMA during heightened security alerts and during exercises on the campus.
- Maintain web-based tobacco and alcohol database for field agent real-time online reporting.
- Assist DGE in enforcing alcohol and tobacco prevention within licensed gaming establishments.

STATE POLICE
45-06-00

MISSION

To provide residents and visitors in the state with a professional and compassionate police service, including prevention of and response to acts of terrorism.

KEY OBJECTIVES

- Continue to reduce violent crimes and Part I crimes within the DSP service area.
- Maintain or reduce complaints investigated per officer, particularly in the fastest growing areas of the state.
- Reduce highway crashes and resultant fatalities and injuries, focusing in particular on curbing identified aggressive driving behaviors.
- Implement and support technology improvements and maintain existing systems, which maximizes officer productivity, enhances data accuracy and collection and facilitates meaningful participation in the nation’s homeland security efforts.
- Continue training to address growing or emerging crime trends, including those related to terroristic activities.
- Recruit and retain a diverse and well-trained workforce.

BACKGROUND AND ACCOMPLISHMENTS

DSP has undertaken or expanded several projects that have directly improved the delivery of services.

- Reduced alcohol-related traffic fatalities by 10 percent.
- Developed a new evaluation system for supervisory personnel.
- Implemented “Patriarch”, a comprehensive crime analysis and crime mapping information technology program administered by the Delaware Information Analysis Center (DIAC).
- Provided advanced training for all leadership positions in community relations and risk management by bringing nationally recognized speakers.
- Facilitated a complete review of the Division’s Policy Manual.

PERFORMANCE MEASURES

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<td>87</td>
<td>87</td>
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<tr>
<td>% of compliance with prohibition on sale of tobacco to minors (under 18)</td>
<td>91</td>
<td>96</td>
<td>96</td>
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<tr>
<td>% of complaints investigated and resolved within 30 days</td>
<td>95</td>
<td>96</td>
<td>96</td>
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<tr>
<td># of servers trained to serve alcohol</td>
<td>7,984</td>
<td>8,000</td>
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SAFETY AND HOMELAND SECURITY
45-00-00

FUNDING

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EXECUTIVE
45-06-01

ACTIVITIES

- Perform administrative and executive duties of the department.
- Oversee hiring and manage personnel and associated issues.
- Oversee financial management, policy development and legal affairs.
- Coordinate and develop agency planning.
- Oversee internal affairs and outcomes.
- Oversee delivery of computer support and information technology services.

PERFORMANCE MEASURES

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<tr>
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<tr>
<td># of persons in recruit class</td>
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<tr>
<td>% of minority representation in recruit class</td>
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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

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PATROL
45-06-03

ACTIVITIES

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

PERFORMANCE MEASURES

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<td>133,894</td>
<td>140,000</td>
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CRIMINAL INVESTIGATION
45-06-04

ACTIVITIES

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

PERFORMANCE MEASURES

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<td># of high tech crime cases</td>
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SPECIAL INVESTIGATION
45-06-05

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

PERFORMANCE MEASURES

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<td>vice</td>
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<td>$ of drugs seized</td>
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AVIATION
45-06-06

ACTIVITIES
- Provide paramedical treatment.
- Provide medivac services.
- Enforce traffic laws.
- Support criminal investigative activities.

PERFORMANCE MEASURES

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<tbody>
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<td>% of medivac missions</td>
<td>37</td>
<td>50</td>
<td>50</td>
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TRAFFIC
45-06-07

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

STATE BUREAU OF IDENTIFICATION
45-06-08

ACTIVITIES
- Prepare National Incident Based Reporting System reports.
- Maintain criminal history record information.
- Provide fingerprint identification services.
- License and regulate private detectives and constables.

PERFORMANCE MEASURES

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<tbody>
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<td>43,000</td>
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<td>2</td>
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TRAINING
45-06-09

ACTIVITIES
- Administer and support Council on Police Training activities.
- Deliver training for DSP and municipal recruits.
- Provide specialized training to DSP officers.
SAFETY AND HOMELAND SECURITY
45-00-00

PERFORMANCE MEASURES
45-00-00

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<tr>
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<tr>
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<td># of recruits trained:</td>
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<tr>
<td>non-DSP</td>
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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
45-06-10

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td># of calls for service at 911 centers</td>
<td>296,796</td>
<td>300,000</td>
<td>310,000</td>
</tr>
<tr>
<td># of calls dispatched to officers</td>
<td>180,245</td>
<td>182,190</td>
<td>188,263</td>
</tr>
<tr>
<td># of calls teleserved by dispatcher</td>
<td>116,551</td>
<td>118,000</td>
<td>120,000</td>
</tr>
<tr>
<td># of building alarms received</td>
<td>22,332</td>
<td>25,000</td>
<td>25,000</td>
</tr>
<tr>
<td># of officers for whom communications centers are responsible</td>
<td>845</td>
<td>800</td>
<td>800</td>
</tr>
<tr>
<td># of technology problems addressed</td>
<td>5,510</td>
<td>4,300</td>
<td>4,300</td>
</tr>
</tbody>
</table>

TRANSPORTATION
45-06-11

ACTIVITY

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

PERFORMANCE MEASURES
45-06-11

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>% of vehicles requiring outside contractual repairs</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Average repair time including rollout activities (days)</td>
<td>0.5</td>
<td>0.5</td>
<td>0.5</td>
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</tbody>
</table>

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.
- Provide training for Citizens’ Police Academy and a business academy.

PERFORMANCE MEASURES
45-06-12

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<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>% of total victim service cases with:</td>
<td></td>
<td></td>
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<tr>
<td>immediate response</td>
<td>268</td>
<td>325</td>
<td>325</td>
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<tr>
<td>interviews in person</td>
<td>825</td>
<td>1,000</td>
<td>1,000</td>
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<tr>
<td>interviews by phone</td>
<td>8,186</td>
<td>10,000</td>
<td>10,000</td>
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<tr>
<td>written correspondence</td>
<td>11,598</td>
<td>9,000</td>
<td>9,000</td>
</tr>
<tr>
<td># of Citizens’ Police Academy classes</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td># of citizens trained</td>
<td>0</td>
<td>40</td>
<td>40</td>
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</table>