

Service Area Plan

Department of State Police

Information Technology Systems and Planning (30201)

Service Area Background Information

Service Area Description

Effective law enforcement requires the capability to access data from many sources. The Information Technology and Planning Service Area is responsible for maintaining the computers and information systems that make this access possible. Some of these critical systems include the Virginia Criminal Information Network (VCIN), the Computerized Criminal History System (CCH), the Automated Fingerprint Identification System (AFIS), the State Police Administrative Network (SPAN), and the Incident-Based Reporting System (IBR). The Information Technology and Planning Service Area is also responsible for conducting research in innovative law enforcement techniques and products, evaluating existing programs and policies, updating staffing formulas, developing goals and objectives for the department, and long-range planning. Additionally, this service area is responsible for the department's grant management program and the accreditation program.

Service Area Alignment to Mission

This service area is closely aligned with five goals in the department's strategic plan: (1) ensuring the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) striving to eliminate illegal drug use within Virginia; (4) providing available department resources to any requesting law enforcement agency; and (5) ensuring the safety, security, and high morale of department personnel.

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Service Area Statutory Authority

The Department of State Police has numerous activities mandated by the Code of Virginia that could not be performed without the Information Technology and Planning Service Area. For example, the Code of Virginia requires the State Police to maintain the Central Criminal Records Exchange, which collects and disseminates criminal history information. This information includes demographic, charge, disposition, and corrections data for adults and juveniles arrested in Virginia on charges that are reportable to the Central Criminal Records Exchange (CCRE) and on persons under the supervision of the Department of Corrections. The maintenance of criminal history data in the CCRE, in turn, supports a number of other mandated programs, such as the Firearms Transaction Program and the Sex Offender and Crimes Against Minors Registry. Many of the systems and activities associated with this service area are mandated by the Code of Virginia. Applicable code sections include the following:

- § 19.2-387. Central Criminal Records Exchange to operate as a division of Department of State Police.
- § 52-12. Establishment of communication system.
- § 52-13. Installation, operation and maintenance of system; personnel.
- § 52-14. Availability of system.
- § 52-15. Control of system; orders, rules or regulations.
- § 52-16. Governor may establish and maintain radio and teletype system to aid police.
- § 52-25. Uniform crime reporting system established.
- § 52-25.1. Reporting of confiscated firearms.
- § 52-31. Missing Children Information Clearinghouse established.
- § 52-31.1. Superintendent to establish network.
- § 52-45. Protective Order Registry established.
- § 52-46. Applicant Fingerprint Database; maintenance; dissemination; penalty.
- § 4.1-103.1. Criminal history records check required on certain employees; reimbursement of costs.
- § 9.1-127. Establishment of statewide criminal justice information system; duties of Board generally; assistance of other agencies; relationship to Department of State Police.
- § 9.1-142. Powers of Department relating to private security services businesses.
- § 9.1-185.5. (Effective July 1, 2005) Bail bondsman licensure requirements.
- § 9.1-186.5. (Effective October 1, 2005) Bail enforcement agent license; criminal history records check.
- § 9.1-903. Registration procedures.
- § 9.1-904. Reregistration.
- § 9.1-906. Enrollment or employment at institution of higher learning; information required.
- § 9.1-907. Procedures upon a failure to register or reregister.
- § 9.1-909. Relief from registration or reregistration.
- § 9.1-910. Removal of name and information from Registry.
- § 9.1-911. Registry maintenance.
- § 9.1-912. Registry access and dissemination; fees.
- § 9.1-913. Public dissemination by means of the Internet.
- § 9.1-914. Automatic notification of registration to certain entities.
- § 9.1-916. Requests for Registry data by Virginia Criminal Sentencing Commission; confidentiality.
- § 15.2-1718. Receipt of missing child reports.
- § 18.2-295. Registration of machine guns.
- § 18.2-308. Personal protection; carrying concealed weapons; when lawful to carry.
- § 18.2-308.2:2. Criminal history record information check required for the transfer of certain firearms
- § 18.2-308.2:3. Criminal background check required for employees of a gun dealer to transfer firearms; exemptions; penalties.
- § 18.2-472.1. Providing false information or failing to provide registration information; penalty; prima facie evidence.
- § 19.2-13. Special conservators of the peace; authority; jurisdiction; registration; bond; liability of employers; penalty; report.
- § 19.2-294.2. Procedure when aliens convicted of certain felonies; duties of probation and parole officer.

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§ 19.2-387.1. Protective Order Registry; maintenance; access.

§ 19.2-390.01. (Effective October 1, 2004) Use of Virginia crime code references required.

§ 19.2-390.1. Sex Offender and Crimes Against Minors Registry; maintenance; access.

§ 19.2-390.3. Child Pornography Images Registry; maintenance; access.

§ 19.2-392.02. National criminal background checks by businesses and organizations regarding employees or volunteers providing care to children, the elderly and disabled.

§ 19.2-392.2. Expungement of police and court records.

§ 58.1-4008. Employees of the Department; background investigations of employees.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Department Employees	2,734	2,734
Entities Registered for community notification of sex offenders	1,924	0
Federal, State, and Local Criminal Justice Agencies	0	0
Gun Dealers	1,800	1,800
Out of State Citizens	0	0
Retired Law Enforcement Personnel	0	0
Sex Offenders	13,262	0
Virginia Citizens	7,386,330	7,386,330

Anticipated Changes In Service Area Customer Base

The department will be expanding its customer base by adding 1,500 private security firms to the Virginia Critical Information Shared System.

Service Area Products and Services

- Mission-critical criminal justice applications
- Administrative applications
- Information technology hardware and support

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Factors Impacting Service Area Products and Services

In August 2004, the department replaced its Unisys IX 4400 mainframe with the Sun Fire 6800 system. However, the applications that support law enforcement throughout the Commonwealth were developed over 30 years ago. These legacy systems have become increasingly difficult to support because they utilize outdated proprietary software tools. This software platform requires a skill set that is not readily available in the IT staffing market place. Additionally, many of the department's applications have no ad-hoc reporting capabilities, are inflexible and are not adaptable to the department's changing needs. As a result, these legacy applications are creating unacceptable risks to law enforcement operations. For example, if the VCIN system is not available, law enforcement officers across the state will be unable to access information on wanted persons and stolen property. Dependence on legacy systems is also driving up operating costs since the department cannot draw on a wider pool of either candidates or contractors to support these systems.

The department's criminal case processing environment is paper and labor intensive. It is difficult to enter and retrieve information using legacy systems. Legacy systems often do not interface, are difficult to use, and capture only limited information. The lack of timely information hinders the agency's ability to manage criminal investigations and crisis management events.

Although 40 percent of the crime scene fingerprints collected by law enforcement agencies are palm prints, there is no centralized database to search and identify the offender. A statewide palm print matching system would benefit all law enforcement agencies in Virginia.

Pursuant to §9.1-913 of the Code of Virginia, the Virginia Sex Offender and Crimes Against Minors Registry (SOR) must be available to the public via the Internet. Registry information is used to screen current or prospective employees and to enhance public safety by making information available to citizens regarding the location of convicted sex offenders. Modernization of the SOR application is a critical issue impacting the agency's ability to ensure public safety.

Legislation was passed in the 2005 General Assembly Session requiring law enforcement agencies to submit to the State Police photographs (mugshots) of arrestees. Currently, there is no centralized database to store these mugshots so that they can be accessed by law enforcement agencies throughout the Commonwealth for inquiry or line-up purposes.

Changes driven by VITA transformation activities significantly impact the department's ability to support network and PC operations. Agency overhead costs may increase to meet the transformation mandates.

As a result of the events of September 11, 2001, the federal government has mandated new standards to improve law enforcement information sharing nationwide. These standards are critical to homeland security efforts and are based on the Global Justice XML Data Model (GJXDM). It is important to note that the U.S. Department of Justice has mandated that states and localities that are competing for federal grants will be given preference if there are efforts underway to implement GJXDM. Major changes are needed to State Police applications to operationalize these requirements.

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Anticipated Changes To Service Area Products and Service

The department needs to modernize and replace its legacy applications that were built on an outdated software platform with new applications that will be built on proven, accepted, state-of-the-art programming languages and database products. Purchase of proven off-the-shelf applications will be given primary emphasis.

These software solutions will incorporate new federal standards including the Global Justice XML Data Model (GJXDM) when applicable. The central repository system will be designed to accommodate improved interfaces with related law enforcement systems within the agency, such as the Virginia Records Management System (VRMS). Additionally, to facilitate information sharing, capability will be built in central repository applications to interface with local law enforcement agency applications, as well as federal law enforcement applications.

The department needs to upgrade the Automated Fingerprint Identification System (AFIS) to store and search palm prints.

The SOR application will be replaced with web-based technology.

The department will implement a statewide system to accept, process, store, search, and retrieve mugshots from local law enforcement agencies. Implementation of this system will eliminate current procedures where mugshots are faxed between localities and will increase the identification and apprehension of offenders.

To facilitate the quick location of missing children, the department is developing an electronic request system to allow local law enforcement agencies to submit AMBER Alert requests via a website. The new system will permit the department to quickly review and approve requests for activation of the AMBER Alert system. The public will have immediate access to information on missing children through the AMBER Alert website. The new system will also automatically send out electronic notifications and initiate a message to the emergency broadcast system. These system enhancements will ensure the public receives information on missing children in the quickest manner possible.

It is essential that VITA be responsive to network and PC support needs by providing high quality and timely service to all department offices located throughout the Commonwealth. Without adequate support, the department will experience service disruptions and diminished productivity.

Service Area Financial Summary

The primary source of funding for the Information Technology Systems and Planning Division of the Department of State Police is from the general fund. In addition to the general fund, \$900,000 is transferred to the Department of State Police from the Department of Motor Vehicles in support of data lines. The DMV transfer was authorized by the General Assembly to supplant \$900,000 in general fund appropriation to the Department of State Police.

Funds appropriated to this service area support the staff and related expenses for information technology and planning. The most significant expense in this area is salary and related benefits.

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$7,328,640	\$900,000	\$7,328,640	\$900,000
Changes To Base	\$2,524,159	\$0	\$3,813,582	\$0
SERVICE AREA TOTAL	\$9,852,799	\$900,000	\$11,142,222	\$900,000

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Service Area Objectives, Measures, and Strategies

Objective 30201.01

Provide rapid access to local, state, and federal criminal justice systems.

The department operates multiple mission-critical systems that support local, state, and federal law enforcement efforts across the Commonwealth. This includes over 50 systems and/or applications that are available 24 hours a day, 7 days a week, such as the Computerized Criminal History System (CCH) and the Virginia Criminal Information Network (VCIN). These systems operate and provide criminal justice agencies throughout Virginia with rapid access to local, state, and federal files related to wanted or missing persons, escapees, stolen property including motor vehicles, hazardous material spills, severe weather conditions, and airplane crashes. The primary mission of VCIN is to provide a means of rapid communications for criminal justice agencies throughout the Commonwealth of Virginia. The department is also a central gateway to national systems such as the Federal Bureau of Investigation's National Crime Information Center (NCIC). It would be a significant public safety issue if any of these systems failed for any length of time.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Strive to eliminate illegal drug use within Virginia.
- Provide available department resources to requesting law enforcement agencies.
- Ensure the safety, security, and high morale of department personnel.

This Objective Has The Following Measure(s):

- **Measure 30201.01.00**

Number of transactions transmitted through the Virginia Criminal Information Network (VCIN)

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, 273,300,020 transactions were transmitted through the Virginia Criminal Information Network (VCIN).

Measure Target: To maintain or increase the number of transactions transmitted through the Virginia Criminal Information Network (VCIN).

Measure Source and Calculation:

The VCIN system tracks the number of transactions.

Objective 30201.01 Has the Following Strategies:

- Monitor information technology operations to ensure operational effectiveness.
- Seek additional funding for one senior systems engineer, two systems engineers, and five systems analysts. These are grant-funded positions and a wage position that are currently supporting mission-critical systems.

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Department of State Police

Criminal Justice Information Services (30203)

Service Area Background Information

Service Area Description

The Criminal Justice Information Service Area encompasses the collection, storage, and retrieval of important law enforcement data. This area includes criminal history records, fingerprints, investigative reports, and photo laboratories. This service area is also responsible for all records pertaining to the department, both administrative and archival. The Incident-Based Reporting (IBR) System collects and analyzes crime statistics submitted by participating law enforcement agencies throughout the state. Crime statistics collected include data on 26 different offense categories and on arrests for all criminal offenses. The Criminal Justice Information Service Area also administers the Virginia Criminal Information Network (VCIN) and maintains the Central Criminal Records Exchange (CCRE) and the Automated Fingerprint Identification System (AFIS). It is the repository for Concealed Weapons Permits and the Sex Offender Registry. In addition, the Virginia Missing Children's Clearinghouse and the Non-Criminal Justice Interface (NCJI) are maintained in this Division. Activation of the AMBER Alert system is also coordinated by the Criminal Justice Information Service Area.

Service Area Alignment to Mission

This service area is closely aligned with five goals in the department's strategic plan: (1) ensuring the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) striving to eliminate illegal drug use within Virginia; (4) providing available department resources to any requesting law enforcement agency; and (5) ensuring the safety, security, and high morale of department personnel.

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Criminal Justice Information Services (30203)

Service Area Statutory Authority

Many of the systems and activities associated with this service area are mandated by the Code of Virginia. Applicable code sections include the following:

- § 19.2-387. Central Criminal Records Exchange to operate as a division of Department of State Police.
- § 52-12. Establishment of communication system.
- § 52-13. Installation, operation and maintenance of system; personnel.
- § 52-14. Availability of system.
- § 52-15. Control of system; orders, rules or regulations.
- § 52-16. Governor may establish and maintain radio and teletype system to aid police.
- § 52-25. Uniform crime reporting system established.
- § 52-25.1. Reporting of confiscated firearms.
- § 52-31. Missing Children Information Clearinghouse established.
- § 52-31.1. Superintendent to establish network.
- § 52-34.2. Establishment of the Virginia Amber Alert Program.
- § 52-34.3. Activation of Amber Alert Program upon an incident of child abduction.
- § 52-45. Protective Order Registry established.
- § 52-46. Applicant Fingerprint Database; maintenance; dissemination; penalty.
- § 4.1-103.1. Criminal history records check required on certain employees; reimbursement of costs.
- § 9.1-127. Establishment of statewide criminal justice information system; duties of Board generally; assistance of other agencies; relationship to Department of State Police.
- § 9.1-142. Powers of Department relating to private security services businesses.
- § 9.1-185.5. (Effective July 1, 2005) Bail bondsman licensure requirements.
- § 9.1-186.5. (Effective October 1, 2005) Bail enforcement agent license; criminal history records check.
- § 15.2-1718. Receipt of missing child reports.
- § 18.2-308. Personal protection; carrying concealed weapons; when lawful to carry.
- § 19.2-13. Special conservators of the peace; authority; jurisdiction; registration; bond; liability of employers; penalty; report.
- § 19.2-294.2. Procedure when aliens convicted of certain felonies; duties of probation and parole officer.
- § 19.2-387.1. Protective Order Registry; maintenance; access.
- § 19.2-390.01. (Effective October 1, 2004) Use of Virginia crime code references required.
- § 19.2-392.02. National criminal background checks by businesses and organizations regarding employees or volunteers providing care to children, the elderly and disabled.
- § 19.2-392.2. Expungement of police and court records.
- § 58.1-4008. Employees of the Department; background investigations of employees.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Federal, State, and Local Criminal Justice Agencies	0	0
Out of State Citizens	0	0
Out of State Courts	0	0
Virginia Citizens	7,386,330	7,386,330
Virginia Courts	326	326

Anticipated Changes In Service Area Customer Base

None

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Criminal Justice Information Services (30203)

Service Area Products and Services

- Activation of the AMBER Alert system
- Provision of criminal history records for criminal and non-criminal purposes
- Fingerprinting services
- Collection and analysis of crime data
- Submission of statewide crime data to federal government
- Maintenance of VCIN for all criminal justice agencies in Virginia
- Statewide point-of-contact for National Crime Information Center (NCIC)
- Maintenance of Automated Fingerprint Identification System
- Maintenance of Missing Children Clearinghouse

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Factors Impacting Service Area Products and Services

The Firearms Transaction Program is a multi-faceted operation, which encompasses a variety of issues dealing with firearms. These different issues require Firearms Transaction personnel to be knowledgeable and skilled in all aspects of state and federal firearms laws and regulations. This program is also responsible for the assignment of criminal cases involving firearms violations.

In order to provide timely and accurate clerical processes associated with illegal attempts to purchase firearms, issuance and maintenance of firearms seller identification numbers, processing of multiple handgun purchase certifications, and the entry/maintenance of the Firearms Clearinghouse and Conservator of the Peace appointments, the department needs a full-time, knowledgeable staff. All existing part-time positions should be converted to three full-time office services specialists.

The Virginia Missing and Exploited Children Clearinghouse is responsible for collecting and disseminating missing children information to law enforcement agencies, school systems, and a select group of private organizations. The Clearinghouse receives numerous requests for additional information on Virginia's missing children. The National Center for Missing and Exploited Children (NCMEC) is requesting that clearinghouses place photographs of missing children on their web site. The National Center has only 53 of Virginia's missing children. The department now maintains a Virginia Missing Children/Persons website for missing children and other missing persons in Virginia. The department needs to take a greater and more proactive role in updating Virginia's Clearinghouse information and should act as the catalyst for updating and coordinating missing children information. This coordination should include a cooperative effort by the State Police, the department of Education, local agencies, and NCMEC to update photographs for age progression, catalog missing children information, and provide child identification records such as photos, fingerprints, and DNA. The department needs additional support personnel to coordinate the identification, fingerprinting and DNA programs currently not implemented.

The Virginia AMBER Alert Plan is an invaluable tool for Virginia law enforcement agencies in the ongoing battle to protect our children in child abduction investigations, while allowing the Virginia broadcasters, the Department of Transportation, the National Oceanographic and Atmospheric Administration and other partners an opportunity to contribute to the communities they serve. The plan began in October of 2002. Activation of the Virginia AMBER Alert Plan must be initiated through the Virginia State Police. There have been 15 requests for activation since the inception of the program. The plan was activated nine times with requests from Virginia law enforcement agencies as well as two from out of state. An additional office services specialist is needed to provide clerical support for the plan.

The Department's Photo Lab receives requests for photographic services from department employees and the public. These services include receiving the film, processing the photographs, filing and tracking the negatives, and returning the photos to the requester. The staff handles special projects and is frequently requested to attend special events to take photos. Requests from insurance companies, attorneys, and special requests for court evidence have greatly increased. Increasing the number of troopers will increase the incoming volume of photographs. Also, the Photo Lab must now deal with the authentication of digital photography including securely processing, storing, disseminating, and filing digital photographs. The use of digital cameras by department personnel has increased dramatically and there is limited capability for properly processing and storing digital photographs. The Department needs processing equipment to accommodate the increase in the use of digital cameras and processing involved. In addition, the Department needs to add a position in the Photo Lab to supervise personnel and lab operations.

The VCIN Help Desk is responsible for supporting VCIN agencies throughout the state and assisting out-of-state criminal justice agencies with their concerns on Virginia records and files. Help Desk personnel are also the first line of assistance for department personnel with technical problems they may have with their network connections, desktop, and mobile computers. The Help Desk operates 24 hours a day providing assistance to all users of the Department's VCIN and computer systems. The VCIN system is essential for

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Department of State Police

Criminal Justice Information Services (30203)

both public safety and officer safety. The Department needs to establish a computer support network technician supervisor position to improve oversight and management of the Help Desk operation and personnel.

The Department of State Police is charged with the annual responsibility of compiling the Virginia Crime Report and submitting the information to the FBI. This is a time-consuming and complex process that requires a great deal of interaction and cooperation with all law enforcement agencies in Virginia as well as the FBI Criminal Justice Information Services Division (CJIS). In addition, the FBI is implementing the National Data Exchange (N-Dex) project of which IBR will be a part. This is an information sharing system that will significantly increase the data fields in IBR as well as the Department's audit responsibilities. Currently, there are three positions assigned to the IBR Unit, one agency management lead analyst and two clerical positions. One full-time and one part-time agency management analyst are needed to perform required audits.

There are currently 16 staff members, (both sworn and civilian) that support the Virginia Criminal Information Network (VCIN). This staff is responsible for the administrative operation of VCIN which incorporates the application process, access, training, technical revision and audit of over 22,000 users. This process is rapidly falling behind due to the increase in users, equipment authorized to access VCIN, and wireless technology. The increased demand for service is overwhelming personnel resources and degrading quality of service. This is of particular concern in the area of physical and technical security. It is essential that resources are in place to maintain the integrity of the network.

The addition of CapWIN is going to exponentially increase the number of users who receive VCIN responses. New technology and devices are going to fundamentally change the way law enforcement is able to access VCIN. Currently, the Department cannot adequately meet FBI CJIS security requirements and keep pace with the desire of customer agencies to move ahead with advances in technology. Most, if not all, of the new devices will require physical inspection. This will increase the number of audits and associated administrative duties. CapWIN alone will create an extraordinary demand because it is providing free application software to run VCIN transactions. This will greatly increase the manpower needed to train operators and conduct audits.

The Department has also seen a dramatic increase in the number of non-criminal justice interface agencies. The Department is responsible for going to these sites to ensure the agencies are following VCIN regulations.

In the last three years, the Department processed 1,006 requests for VCIN service. As of May 2, 2005, the Department had requests for 15 new agencies, 12 additional terminals, 1 interface, and 4 relocations that had not been processed. The Department needs to add one program support technician to accommodate increased workload.

If the Department increases the number of sworn employees, the workload in the Automated Fingerprint Identification System (AFIS) will increase. Currently, troopers make an average of 42 criminal arrests a year. Increasing sworn staffing up to requested levels would add approximately 27,000 criminal arrests each year. These additional arrests would have to be processed through AFIS. In addition, the number of certified fingerprints cards that would be needed for court would increase by over 15 percent. In order to accommodate the anticipated increase in workload, the Department will need to add two forensic science specialist technicians.

Similarly, additional troopers would increase workload associated with processing and storing investigative reports. If each new trooper generates ten investigative reports per year, the Criminal Justice Information Services Division will have to process and store an additional 6,350 investigative reports each year. In order to accommodate the anticipated increase in workload, the Department will need to add two office services specialists.

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Criminal Justice Information Services (30203)

Anticipated Changes To Service Area Products and Service

The increased workload in this service area is overwhelming current staff. For example, the FBI requires the state to implement regular audits of the local agencies that contribute to the Incident-Based Reporting (IBR) Program. A recent audit indicated that the department is not in compliance with this requirement. If manpower in this area is not increased, service to the criminal justice community and the citizens of Virginia will continue to decline.

The department has plans to enhance criminal justice information services by exploiting new technology. The Virginia Firearms Transaction Program plans to provide an "E-Check" alternative to the instant check program by converting the existing Direct Access Program from dial-in technology to an internet-access program. This enhancement will improve service to the firearms dealers and gun-buying population while more efficiently utilizing current staffing levels and reducing employee overtime expense. The department is also planning to enhance the present Virginia Missing Person website to allow law enforcement to complete and submit missing child reports along with photos directly to the website. This can be accomplished by augmenting the newly developed AMBER Alert website to accommodate an "Endangered Missing Child Alert" for those cases that do not meet the criteria for an AMBER Alert. The AMBER Alert website currently being developed will allow the general public to subscribe to a notification service when there is an AMBER Alert. This will ensure the information is getting out as soon possible to as many people as possible. This initiative will require a new server to accommodate the electronic notifications.

Service Area Financial Summary

Funding for the Criminal Justice Information Service Division of the Department of State Police is provided by the general fund and federal grants. Federal grants have been received for the last several years and used to improve various functions within the area including criminal history and archiving of records and fingerprints.

This service area generates revenue from the sale of criminal history information and fingerprints. Money collected from this source is returned to the general fund.

Funds appropriated to this service area support the staff and related administrative expenses associated with providing the service.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$5,634,980	\$1,191,059	\$5,634,980	\$1,191,059
Changes To Base	\$464,175	\$0	\$464,175	\$0
SERVICE AREA TOTAL	\$6,099,155	\$1,191,059	\$6,099,155	\$1,191,059

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Department of State Police

Criminal Justice Information Services (30203)

Service Area Objectives, Measures, and Strategies

Objective 30203.01

Enhance efficiency and effectiveness of criminal justice agencies and improve officer safety and public safety by maintaining VCIN.

The primary function of VCIN is to provide a means of rapid communications for criminal justice agencies throughout the Commonwealth. In addition to the VCIN data files, the system provides user access to databases maintained by the Department of Motor Vehicles (DMV) and the National Crime Information Center (NCIC). Basically, these data files provide information concerning vehicles, persons, and property.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Strive to eliminate illegal drug use within Virginia.
- Provide available department resources to requesting law enforcement agencies.
- Ensure the safety, security, and high morale of department personnel.

This Objective Has The Following Measure(s):

- **Measure 30203.01.01**

Number of transactions transmitted through the Virginia Criminal Information Network (VCIN)

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, 273,300,020 transactions were transmitted through the Virginia Criminal Information Network (VCIN).

Measure Target: To maintain the number of transactions transmitted through the Virginia Criminal Information Network (VCIN).

Measure Source and Calculation:

The VCIN system tracks the number of transactions through the VCIN.

Objective 30203.01 Has the Following Strategies:

- Seek funding to add a computer support network technician supervisor to improve oversight and management of the help desk operation and personnel.
- Seek funding to add one program support technician to assist with administration of VCIN.

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Telecommunications and Statewide Agencies Radio System (STARS) (30204)

Service Area Background Information

Service Area Description

The Telecommunications and STARS Service Area is responsible for radio maintenance, dispatch services, microwave installation and maintenance, telephone installation and maintenance, communications system upgrade, electronics, and support of other state agencies with their communication systems.

The Communications Division designs, installs, operates and maintains land mobile radios, microwave radios, and private telephone networks. This responsibility includes compliance with requirements of the Federal Communications Commission (FCC), the Federal Aviation Administration (FAA) and the Environmental Protection Agency (EPA). Other functions include providing pager, cellular, and wireless data equipment and services; installing, repairing and maintaining radio towers; and providing communications support for special events.

The Statewide Agencies Radio System (STARS) Program was originally conceived to be an upgrade to the Virginia State Police's antiquated 1977 land mobile radio system. As planning progressed, the project evolved into a shared system composed of the twenty state agencies that use two-way radio communication as a regular part of their operations. The implementation phase of STARS is now underway. STARS will be one of the first statewide systems to employ digital trunked technology in the VHF 150 MHz band. It will also be one of the first projects to employ an integrated voice and data land mobile radio architecture, which uses the same mobile radio for both voice and law enforcement computer communications. Virginia will, therefore, have statewide mobile data coverage. STARS is scheduled to be operational in December 2005 in the Richmond area. The STARS Project will be implemented over a six-year period.

Service Area Alignment to Mission

Communications is critical to all department operations. This service area supports the accomplishment of all the department's goals, including (1) ensuring the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) striving to eliminate illegal drug use within Virginia; (4) providing available department resources to any requesting law enforcement agency; (5) ensuring the safety, security, and high morale of department personnel; and (6) continually seeking ways to deliver the most cost-effective and efficient law enforcement services possible.

Service Area Statutory Authority

Section 52-16 of the Code of Virginia authorizes the Governor to establish and maintain a radio and teletype system to aid law enforcement agencies in Virginia.

Service Area Customer Base

Customer(s)	Served	Potential
Commissions/Authorities	2	2
Department Employees	2,734	2,734
State Agencies	20	20
Virginia Citizens	7,386,330	7,386,330
Virginia Law Enforcement Agencies	285	285

Anticipated Changes In Service Area Customer Base

The department has received grant funding to provide interoperability for all first responders in Division 1. The Lynchburg and Roanoke City Police Departments are seeking grant funding to install interoperability equipment in Divisions 3 and 6. The utilization of this technology will greatly increase the department's customer base. In addition, as STARS implementation progresses, the department anticipates offering local law enforcement agencies an opportunity to participate on the STARS network.

Service Area Plan

Department of State Police

Telecommunications and Statewide Agencies Radio System (STARS) (30204)

Service Area Products and Services

- Wireless radio communications services
- Telephone communications services
- Microwave telephone communications services
- Mobile data services
- Call-taking and dispatching services
- Installation and maintenance of electronics
- Tower maintenance

Service Area Plan

Department of State Police

Telecommunications and Statewide Agencies Radio System (STARS) (30204)

Factors Impacting Service Area Products and Services

The department needs continued funding to fully implement STARS. Over \$159 million has been committed to the project. The department will need an additional \$201 million to complete implementation of STARS.

The implementation of STARS will have a significant impact on workload in the Communications Division. To support the large increase in user agencies and radios, the microwave backbone for the system is undergoing a complete renovation. The 87 existing tower sites will increase to 121 sites. An additional tower crew is needed to maintain these towers. The additional crew will improve worker safety and tower inspection frequency. Divisions 1, 2, 5, and 7 need operations and network technicians to handle the anticipated increase in workload and to ensure coverage at all times. An operations and network technician is also needed to assist in the maintenance and upgrade of mobile computer terminals and associated support equipment.

The utilization of the STARS system will bring new responsibilities and personnel needs that cannot be addressed by the current staffing levels in the department's seven communications centers. As STARS goes online in each field division, the number of dispatching consoles will be increased from five to eight in all the divisions except second and third. In those divisions, the number of consoles will be increased from five to seven. Along with the increase in dispatching consoles, the duties of the dispatchers will be expanded. Currently, dispatchers are responsible for monitoring and answering radio traffic on two channels, operating the telecommunications console, and responding to telephone calls. With STARS, they will be responsible for two primary talk groups and secondary talk groups. They will also be responsible for interoperability connections which require performing console patching between agencies. Additionally, dispatchers will be tasked with monitoring the Automated Vehicle Locator (AVL) that plots vehicular GPS positions to a map. There will be increased communications between the State Police dispatchers and the dispatchers from the other 20 agencies participating in STARS. Currently, those other state agencies that have dispatchers are not in direct communication with the State Police dispatchers; with STARS there will be direct contact available to perform talk group patches and other communications functions. The dispatchers will also be working with the Network Operations Center operators to maintain the health of the network. The department needs to create five dispatcher supervisor positions at each communications center, three from new positions and two from existing positions. STARS will bring many technical and operational changes which will require continuous training for efficient operations and upgrades to the network. To facilitate this training, the department needs to create one dispatcher trainer position in each communications center. Creating these new positions is critical to accommodating the increased workload associated with the implementation of STARS.

Anticipated Changes To Service Area Products and Service

STARS will be one of the first statewide systems to employ digital trunked technology in the VHF 150 MHz band. It will use an integrated voice and data land mobile radio architecture, which uses the same mobile radio for both voice and law enforcement computer communications. Currently, the department's mobile data service is limited to areas where cellular service is available and the department must pay subscriber fees for this service. When STARS is implemented, the department will have statewide mobile data coverage. While the department will have greater coverage, the speed of data transmission will be greatly decreased. To address data speed concerns, the department is planning to conduct a pilot project to provide wide-band, high-speed mobile data services using the 700 MHz band. This project should allow the department to electronically transmit photographs and fingerprints and to download reports and policy updates.

Service Area Plan

Department of State Police

Telecommunications and Statewide Agencies Radio System (STARS) (30204)

Service Area Financial Summary

The primary source of funds for the Telecommunications and STARS Service Area is provided by the general fund. Of the total operating budget, \$3.7 million is provided through special funds from the E911 Service Board. The \$3.7 million resulted from a budgetary transaction where \$3.7 million in general fund was reduced from the Department of State Police and replaced with \$3.7 million in non-general funds collected by the E911 Service Board.

This service area provides the coordination and support for the State Police radio system as well as various forms of commercial communications.

This service area includes the Statewide Agencies Radio System (STARS) Project which will replace and enhance the current State Police radio system. Funding for STARS is provided through bonds and the general fund.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$11,994,510	\$3,900,000	\$11,994,510	\$3,900,000
Changes To Base	\$831,723	\$0	\$831,723	\$0
SERVICE AREA TOTAL	\$12,826,233	\$3,900,000	\$12,826,233	\$3,900,000

Service Area Plan

Department of State Police

Telecommunications and Statewide Agencies Radio System (STARS) (30204)

Service Area Objectives, Measures, and Strategies

Objective 30204.01

Improve the response to citizens requesting police services through the department's communications centers.

The communications center is typically a citizen's first point of contact when he/she needs law enforcement services. The citizens of Virginia should receive the highest level of service from the department's communications centers. Call-takers and dispatchers should be prompt and courteous. Emergency calls for service should be handled quickly and efficiently to ensure an appropriate response by sworn personnel.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.

This Objective Has The Following Measure(s):

- **Measure 30204.01.00**

Percentage of crime victims and individuals involved in traffic accidents who rate the assistance received from the call-taker or dispatcher as "Very Good" or "Excellent"

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In CY 2004, 87.1 percent of survey respondents rated assistance received from the call-taker or dispatcher as "Excellent" or "Very Good."

Measure Target: Eighty-eight percent of survey respondents will rate assistance received from the call-taker or dispatcher as "Excellent" or "Very Good."

Measure Source and Calculation:

The Information Technology and Planning Division conducts an annual citizen survey to determine the level of customer satisfaction with department operations. Survey questions are designed to solicit information regarding assistance received from the dispatcher or call-taker, timeliness of response, assistance provided on-scene, follow-up investigation, professional competence, fairness, and overall quality of service. Survey respondents are randomly selected from citizens involved in accidents reported to the State Police during the first quarter of the year (excluding fatalities). In addition, all victims of selected, non-violent crimes reported to the State Police during the first quarter of the year are surveyed. In order to fairly represent results, survey questions marked "Not Applicable" or left blank are not included in the calculations.

Objective 30204.01 Has the Following Strategies:

- Seek funding to add three dispatcher supervisors in each communications center.
- Seek funding to convert two dispatchers to dispatcher supervisors in each communications center.
- Seek funding to add one new dispatcher trainer in each communications center.
- Seek funding to add two tower technicians.
- Seek funding to add four technicians.
- Seek funding to add one operations and network technician.
- Seek funding to add one office services assistant.

Service Area Plan

Department of State Police

Telecommunications and Statewide Agencies Radio System (STARS) (30204)

- Conduct a pilot project to provide wide-band, high-speed mobile data services using the 700 MHz band.
- Monitor communications operations to ensure operational effectiveness.

Service Area Plan
Department of State Police
Firearms Purchase Program (30206)

Service Area Background Information

Service Area Description

The Virginia Firearms Transaction Program has been cited as an exemplary program and used as a model for other states. This service area provides gun dealers with instantaneous confirmation of prospective purchaser’s eligibility to purchase a firearm. The Firearms Transaction Program provides for the approval at the point-of-sale for all firearms, except antiques and curios, based on the results of a criminal history record information check on the buyer by accessing all appropriate state databases and the National Instant Check System (NICS). This service area also includes investigation of illegal attempts to purchase firearms, the multiple handgun purchase system, machine gun registration, and the criminal firearms clearinghouse.

Service Area Alignment to Mission

The Firearms Program Service Area is essential to accomplishing the department’s goal of ensuring the safety of citizens and their property by keeping firearms out of the hands of individuals who are prohibited by state law from possessing them.

Service Area Statutory Authority

The Virginia Firearms Transaction Program provides for a timely, point-of-sale, approval or disapproval decision regarding the sale or transfer of all firearms (except antiques) based upon the results of a criminal history record information check concerning the prospective purchaser pursuant to §18.2-308.2:2 of the Code of Virginia. Other mandated activities are addressed in the following sections:

- § 52-4.4. Duties relating to criminal history record information checks required by licensed firearms dealers.
- § 52-8.4:1. Regulations for firearms shows.
- § 52-25.1. Reporting of confiscated firearms.
- § 18.2-295. Registration of machine guns.
- § 18.2-308.2:3. Criminal background check required for employees of a gun dealer to transfer firearms; exemptions; penalties.

Service Area Customer Base

Customer(s)	Served	Potential
Gun Dealers	1,800	1,800
Out of State Citizens	20,000	0
Virginia Citizens	200,000	7,386,330

Anticipated Changes In Service Area Customer Base

The workload in the Firearms Transaction Center has increased since the program's inception. In 2000, 182,170 firearm transactions were conducted. In 2004, 207,823 firearm transactions were conducted; which constitutes a 14% increase in transactions since 2000.

Service Area Plan
Department of State Police
Firearms Purchase Program (30206)

Service Area Products and Services

- Background checks for gun purchase through toll-free telephone line or direct dial-up access

- Training for gun dealers

- Public information materials, including brochures and information on the website

- Required forms and written procedures for dealers

- Appeal process for denied transactions

Factors Impacting Service Area Products and Services

If workload in the Firearms Transaction Center continues to increase without commensurate increases in staffing levels, the level of service provided to firearms dealers and purchasers will decrease. In order to provide timely and accurate clerical processes associated with illegal attempts to purchase firearms, issuance and maintenance of firearms seller identification numbers, processing of multiple handgun purchase certifications, and the entry/maintenance of the Firearms Clearinghouse and Conservator of the Peace appointments, the department needs a full-time knowledgeable staff. All existing part-time positions should be converted to three full-time office services specialists.

Anticipated Changes To Service Area Products and Service

The department plans to enhance the Virginia Firearms Transaction Program by allowing an “E-Check” alternative to the instant check program. The existing Direct Access Program will be converted from dial-in technology to an internet-access program. This enhancement will improve service to the firearms dealers and gun-buying population while more efficiently utilizing current staffing levels and reducing employee overtime expense.

Service Area Financial Summary

The Firearms Purchasing Program of the Department of State Police is a self-supporting program. Funding for this service area is derived through a \$2.00 charge for each gun sold by firearms dealers. The \$2.00 fee is charged for the criminal history check that is required prior to the sale of a firearm.

The fees collected for the service area pay for the staff and related support costs to operate the firearms center.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$0	\$638,095	\$0	\$638,095
Changes To Base		\$59,245	\$0	\$59,245
SERVICE AREA TOTAL		\$697,340	\$0	\$697,340

Service Area Plan
Department of State Police
Firearms Purchase Program (30206)

Service Area Objectives, Measures, and Strategies

Objective 30206.01

Prevent the illegal sale or purchase of firearms.

The Virginia Firearms Transaction Program provides for a timely, point-of-sale, approval or disapproval decision regarding the sale or transfer of all firearms (except antiques) based upon the results of a criminal history record information check concerning the prospective purchaser pursuant to §18.2-308.2:2 of the Code of Virginia. The main focus of this program is to enhance public safety by preventing purchases of firearms by individuals who are prohibited by state or federal law from legal access to firearms.

If an improper approval permits the purchase of a firearm by an individual who is prohibited from possessing a firearm, the department initiates a retrieval of the firearm. A retrieval can also be caused by the department failing to respond to the dealer in a timely manner. Once the deadline is passed, the dealer may complete the transaction.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.

This Objective Has The Following Measure(s):

- **Measure 30206.01.00**

Number of firearms retrievals necessitated by improper approvals or failure to approve in a timely manner

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In CY 2004, the department initiated 11 retrievals.

Measure Target: Regardless of inadequate staffing levels and high turnover rates, the department strives to totally eliminate the need for firearms retrievals.

Measure Source and Calculation:

The Firearms Transaction Program tracks the number of retrievals.

Objective 30206.01 Has the Following Strategies:

- Seek funding to convert five part-time office services specialists to three full-time office services specialists in the Firearms Transaction Center.
- Seek additional trooper positions to investigate the illegal sale and purchase of firearms and provide on-site presence at selected gun shows to handle violations of firearm laws.
- Establish an "E-Check" alternative to the instant check program by converting the existing Direct Access Program from dial-in technology to an internet-access program.
- Monitor the Firearms Transactions Program to ensure operational effectiveness.

Service Area Plan

Department of State Police

Sex Offender Registry Program (30207)

Service Area Background Information

Service Area Description

The department maintains the Virginia Sex Offender and Crimes Against Minors Registry (SOR) pursuant to §19.2-390.1, Code of Virginia, for the protection of children and those individuals vulnerable to sexual offenders and predators. Persons having been convicted of certain criminal sex offenses are required to register and reregister with the SOR and such information is available to law enforcement officials, entities having control over or caring for children and to private individuals concerned about the safety of their children.

Information maintained in the SOR regarding violent sex offenders is available to all inquiring via the Internet. All public, parochial, denominational or private elementary or secondary schools, and any state-licensed or state-regulated child caring institutions, child day centers, child day programs, family day homes, foster homes or group homes that register with the SOR are notified of sex offenders residing in the community where their facilities are located.

Service Area Alignment to Mission

This service area supports the Department's goal to ensure the safety and security of citizens and their property. Protecting the citizens of Virginia from known sex offenders is essential to the accomplishment of this goal.

Service Area Statutory Authority

The department maintains the Virginia Sex Offender and Crimes Against Minors Registry (SOR) pursuant to §19.2-390.1, Code of Virginia, for the protection of children and those individuals vulnerable to sexual offenders and predators. Other sections governing this service area include:

- § 19.2-390.3. Child Pornography Images Registry; maintenance; access.
- § 9.1-903. Registration procedures.
- § 9.1-904. Reregistration.
- § 9.1-906. Enrollment or employment at institution of higher learning; information required.
- § 9.1-907. Procedures upon a failure to register or reregister.
- § 9.1-909. Relief from registration or reregistration.
- § 9.1-910. Removal of name and information from Registry.
- § 9.1-911. Registry maintenance.
- § 9.1-912. Registry access and dissemination; fees.
- § 9.1-913. Public dissemination by means of the Internet.
- § 9.1-914. Automatic notification of registration to certain entities.
- § 9.1-915. Regulations.
- § 9.1-916. Requests for Registry data by Virginia Criminal Sentencing Commission; confidentiality.
- § 18.2-472.1. Providing false information or failing to provide registration information; penalty; prima facie evidence.

Service Area Customer Base

Customer(s)	Served	Potential
Entities Registered for Community Notification of Sex Offenders	1,924	0
Sex Offenders	13,262	0
Virginia Citizens	7,386,330	7,386,330

Anticipated Changes In Service Area Customer Base

Increased public awareness will increase the use of the SOR website. Changes in the Code of Virginia may increase the number of persons classified as sex offenders and the number of entities eligible to register for community notification.

Service Area Plan

Department of State Police

Sex Offender Registry Program (30207)

Service Area Products and Services

- Maintenance of SOR website
- Registration of sex offenders
- Notification of registered entities when sex offenders move into their community
- Response to inquiries on possible sex offenders

Service Area Plan

Department of State Police

Sex Offender Registry Program (30207)

Factors Impacting Service Area Products and Services

In Virginia, the Department of State Police is responsible for maintaining the state's Sex Offender Registry (SOR). The SOR may be viewed and searched by the public on the Internet. This registry has had over 4,830,000 visitors since it went online December 29, 1998. The registry is a critical tool for protecting the public from sex offenders who have been released from prison. However, a recent study by the Virginia State Crime Commission found that 41 (19 percent) of the 218 sex offenders supposed to be living near downtown Richmond did not have valid addresses on the state's SOR. This figure included 10 rapists.

After sex offenders are released from prison, they must register with the state and notify officials regarding their new address within 10 days of any move. Violent sex offenders must re-register every 90 days; other sex offenders must register once a year. However, there is growing concern regarding the accuracy of information in the Sex Offender Registry. The accuracy of the registry relies on sex offenders complying with Title 9.1. It is clear that some of these offenders do not want to comply with the provisions of this Title. This lack of compliance creates a registry which is replete with inaccurate information on the correct location or status of sex offenders in the Commonwealth. In order to ensure that these sex offenders comply with the provisions of this Title, the department must take a proactive approach to physically verify the accuracy of information being furnished by these individuals.

Protecting the citizens of Virginia from known sex offenders is a critical public safety function. The department must have adequate personnel, both sworn and civilian, to ensure the accuracy of the registry and investigate sex offenders who fail to register or re-register. In 2004, the state police began 5,567 investigations into possible registry law violators. In the year that ended June 30, 2004, the state filed 601 charges against violent sex offenders for failure to register and got 168 convictions.

Anticipated Changes To Service Area Products and Service

Due to changes in the statute effective July 1, 2005, additional sex offenders and offenses must be added to the registry. This change requires all persons who were convicted in another state and are required to register in that state, to register in Virginia, regardless of the offense.

The department needs to add 71 sworn positions to aggressively investigate sex offenders who fail to register. Currently, the Sex Offender Registry has over 13,000 registered sex offenders who must be monitored. There are almost 11,000 violent offenders, who require address verification every 90 days, and 2,229 sex offenders who require address verification annually. Nearly half of the offenders are located in Division 1 (Richmond) and Division 5 (Chesapeake). These Divisions, along with Division 7 (Fairfax), also conduct the bulk of the criminal investigations for noncompliance. The department needs to assign one trooper for each 100 sex offenders living in Virginia communities. The positions will be allocated according to the distribution of registered sex offenders in each division and the department will use the normal supervisory staff ratio of one supervisor per 15 troopers.

Approximately 1,000 new sex offenders are added to the Sex Offender Registry each year. Civilian support staff will be needed to enter, track, verify, and research sex offender files. In order to accommodate current and anticipated increases in workload, the department will need to add one office manager and four program support technicians.

The department will also be redesigning the SOR and website to improve system stability and functionality. The new website will be easier to use and will provide more information to the public.

Service Area Plan

Department of State Police

Sex Offender Registry Program (30207)

Service Area Financial Summary

The Sex Offender Registry Section of the Department of State Police is a self-supporting program. Funding for this service area is derived through fees charged for criminal history and sex offender registry checks.

The fees collected for conducting SOR inquiries for public and private entities provide funding for the staff and related support costs to operate the Sex Offender Registry Section.

The changes to base were a result of central appropriation adjustments for salary and benefits.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$1,150,000	\$0	\$1,150,000
Changes To Base	\$914,594	\$80,578	\$0	\$80,578
SERVICE AREA TOTAL	\$914,594	\$1,230,578	\$0	\$1,230,578

Service Area Plan

Department of State Police

Sex Offender Registry Program (30207)

Service Area Objectives, Measures, and Strategies

Objective 30207.01

Enhance public safety by ensuring accuracy of information available to citizens regarding the location of known sex offenders.

The SOR is available via Internet pursuant to Section 9.1-913, of the Code of Virginia. Registry information is used for the purposes of the administration of criminal justice, screening of current or prospective employees, volunteers or otherwise for the protection of the public in general and children in particular.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.

This Objective Has The Following Measure(s):

- **Measure 30207.01.01**

Number of visitors to the Sex Offender Registry website since its inception

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: There have been 5,271,922 visitors to the Sex Offender Registry Website since its inception. (June 22, 2005)

Measure Target: The department will strive to increase the number of visitors by 750,000 each fiscal year.

Measure Source and Calculation:

The number of visitors to the SOR website is available on the website.

Objective 30207.01 Has the Following Strategies:

- Seek additional funding to add one first sergeant, five sergeants, and 65 troopers to monitor sex offenders and investigate sex offenders who fail to register.
- Seek additional positions to add one office manager and four program support technicians to maintain the accuracy of the Sex Offender Registry.
- Redesign the SOR and website to improve system stability and functionality.
- Monitor the SOR to ensure operational effectiveness.

Service Area Plan

Department of State Police

Concealed Weapons Program (30208)

Service Area Background Information

Service Area Description

The Concealed Weapons Service Area is responsible for fingerprinting applicants for concealed handgun permits and checking them through the Automated Fingerprint Identification System (AFIS) to ensure they are eligible for a concealed weapons permit. This area maintains the Concealed Weapons database on the Virginia Criminal Information Network (VCIN) by entering the permit holder's name and description into the database. This includes permits held by residents, non-residents, and retired law enforcement personnel. This service area also notifies Circuit Courts of violations involving persons with concealed weapons permits and performs monthly comparisons of concealed weapons permit holders and subjects of protective orders. The Concealed Weapons Service Area is tasked with issuing concealed weapons permits to retired sworn employees of the Department of State Police and monitoring firearms training of retired sworn employees of the Department of State Police with nationwide carry privileges.

Service Area Alignment to Mission

This service area supports the department's goals to (1) ensure the safety and security of citizens and their property; (2) provide available department resources to any requesting law enforcement agency; and (3) ensure the safety, security, and high morale of department personnel.

Service Area Statutory Authority

Section 18.2-308 of the Code of Virginia governs requirements and restrictions related to carrying concealed weapons. The department is mandated by § 52-14 to maintain the VCIN system, which includes the Concealed Weapons database.

Service Area Customer Base

Customer(s)	Served	Potential
Circuit Courts	122	122
Out of State Citizens	0	0
Out of State Law Enforcement Agencies	0	0
Retired Law Enforcement Personnel	0	0
Virginia Citizens	7,386,330	7,386,330
Virginia Law Enforcement Agencies	285	285

Anticipated Changes In Service Area Customer Base

The department does not anticipate any changes to its customer base in this service area.

Service Area Plan

Department of State Police

Concealed Weapons Program (30208)

Service Area Products and Services

- Fingerprint applicants for concealed handgun permits and check through the Automated Fingerprint Identification System (AFIS)
- Maintain Concealed Weapons database on the Virginia Criminal Information Network (VCIN), including residents, non-residents, and retired law enforcement personnel with concealed weapons permits
- Notify Circuit Courts of violations involving persons with concealed weapons permits
- Perform monthly comparison of concealed weapons permit holders and subjects of protective orders
- Issue concealed weapons permits for retired sworn employees of the Department of State Police
- Monitor firearms training of retired sworn employees of the Department of State Police with nationwide carry privileges
- Provide up-to-date listings on the State Police website of states with concealed weapons reciprocity or recognition

Factors Impacting Service Area Products and Services

State and federal legislative changes regularly impact operations and workload in this service area. For example, in order to accommodate revisions to state and federal laws governing concealed weapons permits, the department must frequently initiate procedural and programmatic changes.

Anticipated Changes To Service Area Products and Service

The department plans to expand the monthly comparison of concealed weapons permit holders and subjects of protective orders to include mental health commitments.

Service Area Financial Summary

The Concealed Weapons Program of the Department of State Police is a self-supporting program. Funding for this service area is derived through a \$5.00 fee provided to the Department of State Police by the Courts for citizens applying for a concealed weapon permit.

The fees collected for this service area provide funding for the staff and related support costs to operate the Concealed Weapons Program.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$315,980	\$0	\$315,980
Changes To Base	\$0	\$11,360	\$0	\$11,360
SERVICE AREA TOTAL	\$0	\$327,340	\$0	\$327,340

Service Area Plan
Department of State Police
Concealed Weapons Program (30208)

Service Area Objectives, Measures, and Strategies

Objective 30208.01

Ensure the concealed weapons database in VCIN is accurate and up-to-date.

Pursuant to statute, the State Police enter the concealed weapon permit holder's name and description in the Virginia Criminal Information Network (VCIN) so that the permit's existence and current status will be made known to law enforcement personnel accessing the VCIN for investigative purposes. Access to accurate and up-to-date information is critical for both public safety and officer safety.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Provide available department resources to requesting law enforcement agencies.
- Ensure the safety, security, and high morale of department personnel.

This Objective Has The Following Measure(s):

● **Measure 30208.01.00**

Number of concealed weapons permits received and entered into the Virginia Criminal Information Network

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: In CY 2004, the department received and entered 27,166 concealed weapons permits.

Measure Target: Enter 100 percent of permits received.

Measure Source and Calculation:

The number of concealed weapons permits received by the department and entered into the Virginia Criminal Information Network is monitored by the Firearms Transaction Center.

Objective 30208.01 Has the Following Strategies:

- Expand the monthly comparison of concealed weapons permit holders and subjects of protective orders to include mental health commitments.

Service Area Plan

Department of State Police

Aviation Operations (31001)

Service Area Background Information

Service Area Description

The Aviation Service Area provides critical support to law enforcement operations, including medical evacuation of injured persons, search and rescue, and marijuana eradication. The Unit is headquartered at Chesterfield Airport and has bases in Manassas, Lynchburg, and Abingdon. Medevac units are located in Chesterfield, Lynchburg, and Abingdon. The Aviation Unit currently has seven helicopters and four planes.

Service Area Alignment to Mission

The Aviation Service Area supports the accomplishment of two goals in the department's Strategic Plan: (1) ensuring the safety and security of citizens and their property and (2) promoting the safe and orderly flow of traffic on Virginia's highways. This service area is closely aligned with two long-term objectives for Virginia: (1) protecting the public's safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds and (2) ensuring that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy, and improves the quality of life.

Service Area Statutory Authority

Section 32.1-111.3 of the Code of Virginia requires the Board of Health to establish a statewide air medical evacuation system in coordination with the Department of State Police and other appropriate state agencies. There are no known federal mandates for this activity other than the FAA rules and regulations governing aircraft and their use.

Service Area Customer Base

Customer(s)	Served	Potential
Emergency Medical Response Personnel	0	0
Federal, State, and Local Law Enforcement Agencies	350	350
Virginia Citizens	7,386,330	7,386,330

Anticipated Changes In Service Area Customer Base

The department does not anticipate any changes to its customer base in this service area.

Service Area Plan

Department of State Police

Aviation Operations (31001)

Service Area Products and Services

- Marijuana eradication
- Medical evacuation
- Aerial surveillance
- Search
- Rescue
- Tactical response
- Flood operations
- Aerial photography
- Administrative transport
- Executive transport
- Demonstrations

Service Area Plan

Department of State Police

Aviation Operations (31001)

Factors Impacting Service Area Products and Services

Retaining experienced pilots presents an ongoing challenge to the Department of State Police. As experienced pilots leave, the department has to begin the time-consuming tasks of recruiting and selecting replacements. Frequently, the newly selected pilots require extensive training before they can function in all capacities.

In addition to personnel issues, the department has a number of older airplanes and helicopters that need to be replaced. It is recommended that four aircraft be replaced with similar equipment over the next several budget cycles. The recommended replacement aircraft is the Cessna Skylane 182T. The cost of this airplane, as specified new, is approximately \$340,000. This does not take into account funds received for trade in of our older airplanes or funds derived from the outright sale of them.

The next priority is replacement of the Eurocopter MBB BO-105 helicopters primarily assigned to Med-Flight II and Med-Flight III. These helicopters have been in service since 1993 and are no longer in production. This causes difficulty in obtaining parts for these aircraft. The recommended replacement for these helicopters is the Eurocopter EC-135 helicopter. The estimated cost of an EC-135 configured to meet the department's mission profiles is \$4,905,000.

Anticipated Changes To Service Area Products and Service

If the department is not allowed to replace aging aircraft, the ability of the Aviation Unit to perform critical aviation operations, including medical evacuation, will be seriously diminished.

In addition to replacement aircraft, the department needs to acquire a dedicated executive transport helicopter. The Virginia Department of Aviation has retained the services of a consulting firm to provide recommendations on future aircraft procurement for the State. One of the areas being looked at includes aircraft with vertical flight capabilities for the executive transport mission. Should the Department of State Police be tasked with providing aircraft for this mission, the recommended aircraft is the Bell 430 helicopter. The estimated cost for this aircraft is \$6,340,000.

Service Area Financial Summary

Funding for the Department of State Police Aviation Operations is provided by the general fund and non-general funds from the Department of Health. Legislative action reduced the general fund for the Department of State Police and replaced the funding with non-general funds from the Department of Health, Emergency Medical Services.

The Aviation Operations Service Area provides medical evacuations, search and rescue, and aviation support for law enforcement operations.

Funds appropriated to this service area support the staff and related expenses associated with providing the service as well as aircraft related expenses.

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$4,751,055	\$1,045,375	\$4,751,055	\$1,045,375
Changes To Base	\$187,319	\$0	\$187,319	\$0
SERVICE AREA TOTAL	\$4,938,374	\$1,045,375	\$4,938,374	\$1,045,375

Service Area Plan
Department of State Police
Aviation Operations (31001)

Service Area Objectives, Measures, and Strategies

Objective 31001.01

Provide aviation support for law enforcement operations.

The department's ability to conduct law enforcement operations is enhanced immeasurably by effective aviation support. This support includes surveillance, transportation of tactical response personnel, medical evacuation, search, rescue, flood operations, aerial photography, marijuana eradication, and transportation.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.

This Objective Has The Following Measure(s):

● **Measure 31001.01.01**

Number of aviation missions completed

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: Since 2000, the department has completed an average of 2,311 aviation missions per calendar year.

Measure Target: The department will strive to complete 2,311 aviation missions per calendar year.

Measure Source and Calculation:

The number of aviation missions completed is captured in the Mission Activity Report.

Objective 31001.01 Has the Following Strategies:

- Seek funding to replace four old airplanes with four Cessna Skylane 182Ts.
- Seek funding to replace the Eurocopter MBB BO-105 helicopters primarily assigned to Med-Flight II and Med-Flight III with Eurocopter EC-135 helicopters.
- Seek funding to purchase a Bell 430 helicopter for executive transport.

Service Area Plan

Department of State Police

Commercial Vehicle Enforcement (31002)

Service Area Background Information

Service Area Description

Maximum gross vehicle weight and vehicle size restrictions are necessary to reduce undue wear and tear of the highway surfaces and improve highway safety. The Commercial Vehicle Enforcement Service Area is responsible for the enforcement of large commercial vehicle size and weight regulations, which includes inspection of these vehicles.

Size and weight laws are enforced at permanent weighing facilities which operate on days, nights, weekends, and holidays. Portable scales are also used in this program.

Service Area Alignment to Mission

This service area supports the accomplishment of two goals in the department's Strategic Plan: (1) ensuring the safety and security of citizens and their property and (2) promoting the safe and orderly flow of traffic on Virginia's highways. The Commercial Vehicle Enforcement service area is closely aligned with two long-term objectives for Virginia: (1) protecting the public's safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds and (2) ensuring that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy, and improves the quality of life.

Service Area Statutory Authority

The promotion of highway safety is identified in § 52-4 of the Code of Virginia as one of the main functions of the Department of State Police. Other code sections governing this service area include:

Title 46.2, Chapter 3 - Licensure of Drivers
Title 46.2, Chapter 6 - Titling and Registration of Vehicles
Title 46.2, Chapter 8 - Regulation of Traffic
Title 46.2, Chapter 10 - Motor Vehicle and Equipment Safety
Title 46.2, Chapter 20 - Motor Vehicle Carriers Generally
Title 58.1, Chapter 27 - Road Tax on Motor Carriers

Service Area Customer Base

Customer(s)	Served	Potential
Motor Carriers	0	500,000
Virginia Citizens	7,386,330	7,386,330

Anticipated Changes In Service Area Customer Base

The department does not anticipate any change to the customer base of this service area.

Service Area Products and Services

- Enforcement of large commercial vehicle size and weight regulations
- Inspection of large commercial vehicles

Service Area Plan

Department of State Police

Commercial Vehicle Enforcement (31002)

Factors Impacting Service Area Products and Services

Commercial vehicle enforcement officers are routinely restricted to enforcement activities at permanent weighing facilities. When these facilities are closed for inclement weather, the department cannot reassign these personnel to other duties. Maintaining separate classifications for commercial vehicle enforcement officers and troopers limits the department's flexibility and decreases operational effectiveness.

Anticipated Changes To Service Area Products and Service

The department is currently reviewing the feasibility of converting all existing commercial vehicle enforcement officers (CVEO's) to troopers. Some cost savings would be realized through the elimination of separate hiring procedures, training, and equipment and would give the department a higher complement of troopers and greater flexibility to fill vacant CVEO positions. Troopers in areas with permanent scales would be scheduled to work commercial vehicle enforcement on a rotating basis. As the CVEO's are already certified law enforcement officers, they could attend a modified training session established by the Training Division to meet all Department of Criminal Justice Services requirements.

Service Area Financial Summary

Funding for the Commercial Vehicle Enforcement Officers (CVEO) program of the Department of State Police is provided by the Department of Transportation, Highway Maintenance Funds.

The CVEO program is responsible for enforcing the laws associated with trucks operating on the highways of the Commonwealth.

Funds appropriated to this service area support the staff and related expenses associated with providing the service.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$0	\$3,937,669	\$0	\$3,937,669
Changes To Base	\$0	\$352,376	\$0	\$352,376
SERVICE AREA TOTAL	\$0	\$4,290,045	\$0	\$4,290,045

Service Area Plan

Department of State Police

Commercial Vehicle Enforcement (31002)

Service Area Objectives, Measures, and Strategies

Objective 31002.01

Decrease crashes involving motor carriers by ensuring safe vehicles and drivers.

Maximum gross vehicle weight and vehicle size restrictions are necessary to reduce undue wear and tear of the highway surfaces and improve highway safety. The commercial vehicle enforcement officers are responsible for the enforcement of large commercial vehicle size and weight regulations. This includes inspection of these vehicles and removal of unsafe vehicles and/or drivers from the highway.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.

This Objective Has The Following Measure(s):

- **Measure 31002.01.00**

Number of summonses issued by commercial vehicle enforcement officers for weight violations

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: Commercial vehicle enforcement officers issued 54,620 summonses for weight violations in CY 2004.

Measure Target: The department will strive to maintain or increase the number of summonses issued by commercial vehicle enforcement officers for weight violations.

Measure Source and Calculation:

The number of summonses issued by commercial vehicle enforcement officers for weight violations is maintained in the department's Weekly Activity Reporting System.

Objective 31002.01 Has the Following Strategies:

- Seek funding to convert commercial vehicle enforcement officers to troopers.
- Monitor commercial vehicle enforcement operations to ensure operational effectiveness.

Service Area Plan
Department of State Police
Counter-Terrorism (31003)

Service Area Background Information

Service Area Description

The events of September 11, 2001, dramatically changed the role of law enforcement agencies. In addition to providing traditional law enforcement services, law enforcement agencies now have to prepare for potential terrorist incidents. Response to terrorist incidents is currently the responsibility of the Counter-Terrorism and Criminal Interdiction Unit (CCIU). In addition to its criminal interdiction activities, this unit is trained and equipped to respond to environmental crime scenes. The seven areas within the CCIU serve as core members of the Statewide Regional Response Teams. These teams are composed of CCIU personnel, tactical team members, evidence technicians, and arson/bomb technicians. In the event of a terrorist incident involving an environmental crime scene, the Statewide Regional Response Team would respond.

Service Area Alignment to Mission

The Counter-Terrorism Service Area supports the accomplishment of three goals in the department’s Strategic Plan: (1) ensuring the safety and security of citizens and their property; (2) providing available department resources to any requesting law enforcement agency; and (3) ensuring the safety, security, and high morale of department personnel. This service area is also closely aligned with the long-term objective for Virginia of protecting public safety and security, ensuring a fair and effective system of justice, and providing a prepared response to emergencies and disasters of all kinds.

Service Area Statutory Authority

Planning and carrying out terrorist activities constitute criminal acts. Section 52-8 of the Code of Virginia establishes the department’s powers and duties to enforce criminal laws.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Federal, State, and Local Law Enforcement Agencies	0	0
Virginia Citizens	7,386,330	7,386,330

Anticipated Changes In Service Area Customer Base

The department does not anticipate any changes to the customer base of this service area.

Service Area Products and Services

- Response to terrorist incidents

- Criminal interdiction

- Support of City-State Partnerships

Service Area Plan

Department of State Police

Counter-Terrorism (31003)

Factors Impacting Service Area Products and Services

Response to terrorist incidents is currently the responsibility of the Counter-Terrorism and Criminal Interdiction Unit (CCIU). This unit is trained and equipped to respond to environmental crime scenes. CCIU personnel serve as core members of the Statewide Regional Response Teams. These teams are composed of CCIU personnel and personnel from other organizational components, including tactical team members, evidence technicians, and arson/bomb technicians. In the event of a terrorist incident involving an environmental crime scene, the Statewide Regional Response Team would respond.

Anticipated Changes To Service Area Products and Service

In order to enhance the department’s response to acts of terrorism, tactical team members, SCUBA divers, and canine handlers should be combined with CCIU personnel to create a new Homeland Security Division. The combination of these personnel would facilitate terrorism training and coordination of operations by response personnel.

Service Area Financial Summary

The Counter-Terrorism and Criminal Interdiction Unit of the Department of State Police is funded through the general fund. This service area, in conjunction with federal, state and local agencies, is responsible for responding to terrorist activity within the Commonwealth.

Funds appropriated to this service area support the staff and related expenses associated with providing the service.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$5,082,500	\$0	\$5,082,500	\$0
Changes To Base	\$474,846	\$0	\$474,846	\$0
SERVICE AREA TOTAL	\$5,557,346	\$0	\$5,557,346	\$0

Service Area Plan
Department of State Police
Counter-Terrorism (31003)

Service Area Objectives, Measures, and Strategies

Objective 31003.01

Ensure a coordinated response to terrorist incidents.

In the event of a terrorist incident, the safety and security of Virginia citizens will depend upon a well-coordinated response to the incident. In order to minimize deaths, injuries, and property damage associated with a terrorist incident, the department must have effective planning, training, and equipment. This is critical for both public safety and the safety of department employees responding to the incident.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Provide available department resources to requesting law enforcement agencies.
- Ensure the safety, security, and high morale of department personnel.

This Objective Has The Following Measure(s):

● **Measure 31003.01.00**

Number of certified hazardous materials technicians trained to conduct terrorism response

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: The department has 41 certified hazardous materials technicians as of June 20, 2005. Several personnel recently assigned to conduct terrorism response have not been certified.

Measure Target: Ensure all personnel assigned to conduct terrorism response are certified hazardous materials technicians.

Measure Source and Calculation:

The Counter-Terrorism and Criminal Interdiction Unit maintains training records on employees trained to conduct terrorism response.

Objective 31003.01 Has the Following Strategies:

- Seek funding to combine tactical team members, SCUBA divers, and canine handlers with CCIU personnel to create a new Homeland Security Division.
- Ensure all personnel designated to perform terrorism response activities are certified as hazardous materials technicians.

Service Area Plan

Department of State Police

Help Eliminate Auto Theft (HEAT) (31004)

Service Area Background Information

Service Area Description

The Help Eliminate Auto Theft Program (H.E.A.T.) is Virginia's comprehensive attack on motor vehicle theft through enforcement, recoveries, intelligence gathering, and preventive initiatives. Since the inception of this program in 1991, auto theft in Virginia has decreased by almost 18 percent.

Service Area Alignment to Mission

The H.E.A.T. Service Area is clearly aligned to the department's goal of ensuring the safety and security of citizens and their property.

Service Area Statutory Authority

In accordance with § 38.2-414, the H.E.A.T. fund is controlled and administered by the Superintendent of the Department of State Police to pay the costs of establishing and operating a program to receive and reward information leading to the arrest of persons who commit motor vehicle theft-related crimes in Virginia.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Virginia Citizens	7,386,330	7,386,330
Virginia Law Enforcement Agencies	285	285

Anticipated Changes In Service Area Customer Base

The number of registered vehicles grew 59.2 percent between 1985 and 2003. As the number of vehicles in Virginia grows, the opportunity for auto theft increases.

Service Area Products and Services

- Crime prevention programs
- H.E.A.T. Hotline and award program
- Public service announcements and training materials
- Training for local law enforcement personnel
- Recognition program for law enforcement officers
- Bait car loan program

Service Area Plan

Department of State Police

Help Eliminate Auto Theft (HEAT) (31004)

Factors Impacting Service Area Products and Services

The H.E.A.T. Program is dependent on funding from the insurance industry. If funding is reduced or eliminated, the H.E.A.T. Program will be adversely impacted.

Anticipated Changes To Service Area Products and Service

None

Service Area Financial Summary

The Help Eliminate Auto Theft (HEAT) Program of the Department of State Police is funded with non-general funds derived from insurance fees collected by the State Corporation Commission.

The program is responsible for promoting auto theft awareness and eliminating the theft of autos.

Funding in this service area is used to support the staff and related expenses associated with providing the service.

The changes to base were a result of central appropriation adjustments for salary and benefits. In addition, the department requested a technical amendment for additional appropriations.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$0	\$1,515,000	\$0	\$1,515,000
Changes To Base	\$0	\$700,006	\$0	\$700,006
SERVICE AREA TOTAL	\$0	\$2,215,006	\$0	\$2,215,006

Service Area Plan

Department of State Police

Help Eliminate Auto Theft (HEAT) (31004)

Service Area Objectives, Measures, and Strategies

Objective 31004.01

Reduce the number of motor vehicle thefts in Virginia.

The reduction of motor vehicle theft in Virginia is essential to ensuring the safety and security of citizens and their property. The average value of motor vehicle thefts in Virginia each year is \$111,400,556 (based on a five-year average). Motor vehicle theft also endangers public safety. For example, motor vehicle theft suspects frequently flee from law enforcement personnel at high speeds. In addition, victims of carjackings may be seriously injured or killed.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Provide available department resources to requesting law enforcement agencies.

This Objective Has The Following Measure(s):

- **Measure 31004.01.01**

Number of motor vehicle thefts in Virginia

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In CY 2003, there were 17,566 motor vehicle thefts in Virginia.

Measure Target: Reduce motor vehicle thefts in Virginia by 2% each calendar year.

Measure Source and Calculation:

Statistics on the number of motor vehicle thefts in Virginia is collected by the Uniform Crime Reporting Section of the Virginia Department of State Police. Motor vehicle theft is the unlawful taking or stealing of a motor vehicle, including attempts. Statistics compiled by the Uniform Crime Reporting Section include all thefts of motor driven vehicles such as automobiles, trucks, buses, motorcycles, etc., in this category.

Objective 31004.01 Has the Following Strategies:

- Monitor the H.E.A.T. Program to ensure operational effectiveness.

Service Area Plan
Department of State Police
Drug Enforcement (31005)

Service Area Background Information

Service Area Description

While some of the department’s narcotics enforcement is handled within the Uniform Patrol Service Area, enforcement of the Commonwealth’s narcotics laws requires a level of expertise and commitment of time not always available within the Uniform Patrol Service Area. The Drug Enforcement Service Area includes general drug investigations, multi-jurisdictional operations, interdiction, drug detection, asset forfeiture, surveillance, marijuana eradication, and maintenance of the Drug Trust Account.

The Bureau of Criminal Investigation remains committed to its support of law enforcement agencies’ efforts to enforce drug laws through coordination and participation in state, local and federal task forces. Many of the cases are historical conspiracies that require long-term investigations. The Bureau’s flexibility permits it to work in rural areas, as well as urban localities.

Service Area Alignment to Mission

Since illegal drug use is commonly accompanied by violent crime, the Drug Enforcement Service Area is clearly aligned with the department's goal of ensuring the safety and security of citizens and their property. This service area is also aligned with striving to eliminate illegal drug use within Virginia and providing available department resources to any requesting law enforcement agency, as appropriate.

Service Area Statutory Authority

The Bureau of Criminal Investigation and a division for drug law enforcement and investigation are mandated by § 52-1 of the Code of Virginia.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Federal, State, and Local Law Enforcement Agencies	0	0
Multi-jurisdictional investigative task forces	23	23
Virginia Citizens	7,386,330	7,386,330
Virginia Courts	326	326

Anticipated Changes In Service Area Customer Base

It is anticipated that the department will continue to increase its involvement in multi-jurisdictional investigative task forces.

Service Area Plan

Department of State Police

Drug Enforcement (31005)

Service Area Products and Services

- Drug investigation
- Multi-jurisdictional task force support
- Money laundering investigation
- Marijuana eradication
- Pharmaceutical diversion investigation
- Methamphetamine laboratory response and investigation

Factors Impacting Service Area Products and Services

This service area is adversely impacted by manpower shortages. The BCI Special Agent Staffing Model was developed to determine staffing needs and is based on documented workload in each field office. This staffing model indicates the Bureau of Criminal Investigation needs 38 additional special agents in order to accommodate current drug enforcement workload.

Anticipated Changes To Service Area Products and Service

There has been a dramatic increase in methamphetamine and clandestine laboratory seizures throughout Virginia. The state's resources are taxed with the investigation of drug offenses, including heroin, powder and crack cocaine, OxyContin, Ecstasy, and marijuana. Additional personnel are necessary to identify, apprehend and prosecute those participating in the methamphetamine trade.

Service Area Plan

Department of State Police

Drug Enforcement (31005)

Service Area Financial Summary

The Drug Enforcement Service Area is a major activity of the Bureau of Criminal Investigations (BCI). The primary source of funding is the general fund.

Sworn personnel assigned to drug enforcement work closely with law enforcement agencies through Task Forces consisting of multiple local departments, State Police and federal agencies.

Additionally, the Marijuana Eradication Program is conducted each year when emphasis is placed on locating and destroying marijuana under cultivation. The Marijuana Eradication Program is federally funded.

Like similar sworn services, the major costs are salary and related benefits, as well as expenses associated with vehicles and specialized equipment.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$12,185,155	\$2,075,000	\$12,185,155	\$2,075,000
Changes To Base	\$619,570	\$400,000	\$619,570	\$400,000
SERVICE AREA TOTAL	\$12,804,725	\$2,475,000	\$12,804,725	\$2,475,000

Service Area Plan
Department of State Police
Drug Enforcement (31005)

Service Area Objectives, Measures, and Strategies

Objective 31005.01

Continue to remove illegal drugs from Virginia.

The Drug Enforcement Section (DES) was established to provide full-time attention to the enforcement of drug laws in Virginia, and is committed to supporting local law enforcement agencies in their efforts. DES has in excess of 100 special agents across the Commonwealth responsible for performing operational narcotics enforcement investigations, including special undercover, wire intercept and marijuana eradication efforts. DES also routinely assists with federal and local law enforcement narcotics investigations.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Strive to eliminate illegal drug use within Virginia.
- Provide available department resources to requesting law enforcement agencies.

This Objective Has The Following Measure(s):

● **Measure 31005.01.00**

Value of illegal drugs seized by Bureau of Criminal Investigation personnel, including task forces and specialty units

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, Bureau of Criminal Investigation personnel, including task forces and specialty units, seized \$41,242,193 in illegal drugs.

Measure Target: To maintain or increase the value of illegal drugs seized by Bureau of Criminal Investigation personnel, including task forces and specialty units.

Measure Source and Calculation:

Information pertaining to the value of illegal drugs seized is maintained in the department's Field Activity Computerized Tracking System (FACTS). The value of drugs is based on regional drug values determined by the Drug Enforcement Section using Drug Enforcement Agency guidelines.

Objective 31005.01 Has the Following Strategies:

- Seek funding to increase staffing up to levels recommended by the Bureau of Criminal Investigation Special Agent Staffing Model.

Service Area Plan

Department of State Police

Crime Investigation and Intelligence Services (31006)

Service Area Background Information

Service Area Description

Enforcement of the Commonwealth’s criminal laws (e.g., homicide, felonious assault, and arson/explosives) requires a level of expertise and commitment of time not available within the Uniform Patrol Service Area. The Criminal Investigation and Intelligence Service Area is responsible for responding to requests for investigative support from the Governor, Attorney General, Commonwealth Attorneys, Grand Juries, department employees, and Chiefs of Police and Sheriffs throughout the Commonwealth of Virginia. Functions performed by this service area include general investigations and specialized investigations involving arson/bomb, white collar crime, public officials, high technology crimes, computer evidence recovery, crime scene examination, fugitives, auto theft investigation, surveillance, polygraph examination, and financial crimes. The Criminal Intelligence Division supports federal, state, and local law enforcement investigations by processing intelligence, and providing technical equipment, wire intercepts, cameras, and surveillance vans for state and local law enforcement investigations. The Crime Investigation and Intelligence service area is also responsible for operating the Virginia Fusion Center (VFC). The VFC greatly enhances the department’s abilities to collect, analyze, and disseminate terrorism-related intelligence information in a more efficient and effective manner. The primary benefits include increased information sharing at all levels of federal, state and local governments, as well as with key private businesses and the public. The VFC allows direct communication with local agencies in their response and recovery efforts, and will allow for the direct support of the Virginia Emergency Operations Center.

Service Area Alignment to Mission

This service area supports the accomplishment of the following department goals: (1) ensuring the safety and security of citizens and their property; (2) providing available department resources to requesting law enforcement agencies.

Service Area Statutory Authority

The Bureau of Criminal Investigation is established by § 52-1 of the Code of Virginia.

The Virginia Fusion Center is established by § 52-47 and is responsible for collecting, analyzing, disseminating, and maintaining intelligence information to support local, state, and federal law-enforcement agencies, and other governmental agencies and private organizations in preventing, preparing for, responding to, and recovering from any possible or actual terrorist attack.

The Code of Virginia, § 19.2-66, authorizes the State Police to intercept wire, electronic or oral communications when such interception may reasonably be expected to provide evidence of the commission of a felonious offense of extortion, bribery, kidnapping, murder, or other specified offenses.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Commonwealth's Attorneys and staff	0	0
Federal, State, and Local Law Enforcement Agencies	0	0
Virginia Citizens	7,386,330	7,386,330
Virginia Courts	326	326

Anticipated Changes In Service Area Customer Base

None

Service Area Plan

Department of State Police

Crime Investigation and Intelligence Services (31006)

Service Area Products and Services

- General criminal investigation
- Intelligence collection, analysis, and dissemination
- Arson investigation
- Bomb response, investigation, and disposal
- High technology crime investigation
- Polygraph examination
- Crime scene examination
- Computer evidence recovery
- Wire intercept
- Financial crime investigation
- Elected official investigation
- White collar crime investigation
- Fugitive investigation
- Surveillance
- Terrorism Hotline
- Van Loan Program

Service Area Plan

Department of State Police

Crime Investigation and Intelligence Services (31006)

Service Area Products and Services

- Police shooting investigation

Factors Impacting Service Area Products and Services

This service area is adversely impacted by manpower shortages. The BCI Special Agent Staffing Model was developed to determine staffing needs and is based on documented workload in each field office. This staffing model indicates the Bureau of Criminal Investigation needs 43 additional special agents in order to accommodate workload in the General Investigations Section.

The Computer Evidence Recovery Unit (CERU) provides assistance to local, state and federal law enforcement agencies with on-scene execution of search warrants for computer-related evidence, evidence recovery through forensic examination, and quarterly training classes in computer search and seizure. In 2004, the CERU assisted with 89 investigations involving 3,946 gigabytes of data on 134 computers and 2,145 digital equipment items. The CERU needs additional staffing to support current workload demands. An additional senior systems engineer is needed to conduct computer forensic examinations.

Anticipated Changes To Service Area Products and Service

Over the past decade, the use of computers and the Internet has grown at an unprecedented rate. Unfortunately, this growth has been accompanied by the emergence of computer crime. It is anticipated that the department will face an increasing incidence of computer crime, including threats, child pornography, fraud, gambling, extortion, and identity theft. The department must also contend with an entirely new set of criminal activity that targets computer networks themselves. Included in this category are such crimes as hacking, releasing viruses, and shutting down computers by flooding them with unwanted information. The investigation of computer crime is complex and requires extensive training. The department will need to devote personnel and training resources to ensure it can meet the increasing demand for this service.

The growth of gang violence and the proliferation of gangs into smaller cities and rural areas in recent years have focused public attention on the gang problem, making it an increasingly significant social policy issue. Gang activities have been identified in 55 different jurisdictions in Virginia. Some jurisdictions have disorganized groups of homegrown neighborhood gangs that participate in a variety of criminal activities. In other jurisdictions, there has been an increase in the number of nationally recognized street gangs. These gangs are involved in criminal activities including firearms trafficking, auto theft, drug distribution, murder, rape, robbery, kidnapping, assault, extortion, carjacking, and drive-by shootings. A recurring theme in gang activity is the propensity toward violence. The proliferation of gangs in Virginia poses a real threat to public safety. The Department of State Police needs to devote additional manpower to effectively address this threat.

Identity theft is one of the fastest growing crimes in the nation. It is a crime that harms both consumers and businesses. A 2003 Federal Trade Commission survey estimated that nearly 10 million consumers discovered that they were victims of identity theft in the preceding 12 months, costing American businesses an estimated \$48 billion in losses, and costing consumers an additional \$5 billion in out-of-pocket losses. The survey looked at the two major categories of identity theft: (1) the misuse of existing accounts; and (2) the creation of new accounts in the victim's name. The survey also found that victims of the two major categories of identity theft spent almost 300 million hours – or an average of 30 hours per person – correcting their records and reclaiming their good names. Identity theft causes significant economic and emotional injury; the Department needs additional manpower to aggressively combat this crime.

Service Area Plan

Department of State Police

Crime Investigation and Intelligence Services (31006)

Service Area Financial Summary

The Department of State Police Crime Investigation and Intelligence Service includes various law enforcement activities conducted by the Bureau of Criminal Investigation (BCI).

Funding for this service area is through the general fund with supplemental funding provided by federal grants and seized assets.

The primary expense in this service area is salaries and related benefits for sworn employees assigned to BCI. Additionally, this service area requires funds to support the investigation function including expenses related to vehicles, equipment and funds to assist local law enforcement.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$19,395,080	\$245,000	\$19,395,080	\$245,000
Changes To Base	\$1,579,746	\$0	\$1,579,746	\$0
SERVICE AREA TOTAL	\$20,974,826	\$245,000	\$20,974,826	\$245,000

Service Area Plan

Department of State Police

Crime Investigation and Intelligence Services (31006)

Service Area Objectives, Measures, and Strategies

Objective 31006.01

Reduce crime in Virginia.

The department is committed to providing the highest level of investigative service to the citizens of Virginia and local, state, and federal law enforcement agencies. This service includes general investigations and specialized investigations involving arson, bomb threats, white collar crime, high technology crimes, computer evidence recovery, crime scene examination, fugitive apprehension, auto theft, surveillance, polygraph examination, and financial crimes. The provision of high-quality investigative services should result in the expeditious apprehension and successful prosecution of criminal suspects.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Provide available department resources to requesting law enforcement agencies.

This Objective Has The Following Measure(s):

- **Measure 31006.01.00**

Number of criminal cases opened by BCI personnel, including task forces and specialty units

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, there were 9,100 cases opened by BCI personnel, including task forces and specialty units.

Measure Target: Increase the number of cases opened by BCI personnel, including task forces and specialty units, by two percent each year.

Measure Source and Calculation:

Information pertaining to the number of cases opened is maintained in the department's Field Activity Computerized Tracking System (FACTS). The measure includes cases in which the department was the primary law enforcement agency and cases in which the department provided assistance to other agencies.

Objective 31006.01 Has the Following Strategies:

- Seek funding to increase staffing up to levels recommended by the Bureau of Criminal Investigation Special Agent Staffing Model.
- Seek funding to augment support personnel in BCI by adding four office services assistants, two agency management analysts, and one systems engineer senior.
- Seek funding to augment support personnel in BCI by converting one part-time office services assistant to full-time.
- Monitor crime investigation and intelligence operations to ensure operational effectiveness.

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

Service Area Background Information

Service Area Description

The department is responsible for patrolling over 64,000 miles of roadways and interstate highways throughout Virginia. Uniformed personnel enforce both traffic and criminal laws and conduct motor vehicle and aircraft crash investigations. These personnel also enhance public safety through presentations on traffic safety and crime prevention. In order to protect citizens and their property in the event of civil disturbances, natural disasters, and terrorist incidents, uniformed personnel are trained and equipped to restore order.

Service Area Alignment to Mission

This service area supports the accomplishment of two goals in the department's Strategic Plan: (1) ensuring the safety and security of citizens and their property and (2) promoting the safe and orderly flow of traffic on Virginia's highways. The Uniformed Patrol Service Area is closely aligned with two long-term objectives for Virginia: (1) protecting the public's safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds and (2) ensuring that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy, and improves the quality of life.

Service Area Statutory Authority

The promotion of highway safety is identified in § 52-4 of the Code of Virginia as one of the main functions of the Department of State Police. Section 52-8 delegates the power and duty to enforce criminal laws and investigate aircraft accidents to the Department of State Police.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Citizens	7,386,330	7,386,330
Courts	326	326
Virginia Law Enforcement Agencies	285	285

Anticipated Changes In Service Area Customer Base

Between 1990 and 2000, the population of Virginia grew 14.4 percent from 6,187,358 to 7,078,515. With this growth, the numbers of licensed drivers, registered vehicles, and vehicle miles traveled also increased. Other demographic changes will also impact the department and its operations. Certain minority populations in Virginia are increasing. In 1990, the Hispanic population accounted for 2.6 percent of the total population while the Asian population made up 2.5 percent. Ten years later, these figures increased to 4.7 percent and 3.7 percent respectively. Many of these persons do not speak English. The department will need to prepare itself to provide law enforcement services to these growing populations.

The aging of the Baby Boom generation will create new challenges for the department. As the elderly population increases, elder abuse and other crimes against the elderly will almost certainly increase. Older drivers may also present problems for the law enforcement community.

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

Service Area Products and Services

- Preventive patrol
- Response to calls for service
- Enforcement of criminal and traffic laws
- Motor vehicle crash investigation and accident reconstruction
- Aircraft crash investigation
- Traffic control
- Highway safety education/crime prevention
- Civil disturbance/disaster response

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

Factors Impacting Service Area Products and Services

In recent years, the Department of State Police has seen its workload increasing dramatically, while its manpower resources have remained relatively stagnant. In order to effectively accomplish its mission, the department must be adequately staffed. Significant increases in manpower are clearly justified by department staffing studies and workload increases. Population, registered vehicles, and vehicle miles traveled have all risen sharply. These, in turn, have created an increased demand for law enforcement services. There are also emerging issues in public safety that the department must have adequate staffing to address. These issues include terrorism, illegal firearms purchases, sex offenders, highway safety corridors, methamphetamine laboratories, and gangs.

The Trooper Allocation and Distribution Model indicates the Bureau of Field Operations needs 307 additional troopers and 25 additional sergeants in order to accommodate current workload. Overall, the department's authorized strength for uniform patrol is 332 positions less than staffing levels recommended by the approved staffing study. This situation is exacerbated by factors that have prevented the department from filling all authorized sworn positions. In order to accommodate budget shortfalls caused by the rising cost of gasoline, vehicles, and insurance, the department has been forced to leave a number of authorized sworn positions vacant. These vacancies have an adverse impact on both public safety and officer safety.

Anticipated Changes To Service Area Products and Service

The increased manpower needs identified by the department's staffing methodologies are clearly supported by demographic and workload changes in Virginia. From 1980 to 2000, the population in Virginia increased 32.4 percent. This population increase sparked a dramatic growth in traffic in Virginia. The number of registered vehicles grew 59.2 percent between 1985 and 2003, while the vehicle miles traveled increased 62.8 percent during this period. As the state has grown, so has the demand for law enforcement services. The number of traffic crashes went up 16.1 percent between 1985 and 2003 and crash-related injuries increased 5.7 percent in these years. Detailed workload data became available from the department's Computer-Aided Dispatch system in 2000. Between 2000 and 2004, the number of incidents handled by troopers increased from 478,552 to 514,696. This constitutes a 7.6 percent increase during the four-year period.

At current staffing levels, the department is unable to conduct an adequate level of preventive patrol and enforcement. This lack of patrol visibility, particularly on the interstates, is an ongoing source of citizen complaints. Inadequate staffing has also limited the number of traffic safety and crime prevention programs conducted. If population and workload growth continue at current levels, the level of service provided to the citizens of Virginia by the State Police will continue to degrade.

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

Service Area Financial Summary

The Uniform Patrol Services (Highway Patrol) area of the Department of State Police is the most significant budgetary service within the department. Because of the service provided in traffic enforcement and other investigation services, this service area includes the majority of positions and funding authorized for the department.

Funding for this service area is through the general fund with supplemental funding provided by special funds and federal grants.

Appropriated funds for this service area support the staff (salaries and related benefits), police vehicle expenses and related expenses associated with providing the police services.

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$93,525,985	\$12,120,258	\$93,525,985	\$12,120,258
Changes To Base	\$11,905,693	\$4,000,000	\$11,905,693	\$4,000,000
SERVICE AREA TOTAL	\$105,431,678	\$16,120,258	\$105,431,678	\$16,120,258

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

Service Area Objectives, Measures, and Strategies

Objective 31007.01

Improve the response to citizens requesting police services to ensure the safety of victims and to increase the likelihood of apprehending offenders.

Responding to citizens in need of police services is a vital function of the Department of State Police. Crime victims and citizens who have been involved in motor vehicle crashes deserve the highest level of service from the department. This service encompasses assistance received from the dispatcher or call-taker, timeliness of response, assistance provided on-scene, follow-up investigation, professional competence, fairness, and overall quality of service.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Strive to eliminate illegal drug use within Virginia.
- Provide available department resources to requesting law enforcement agencies.

This Objective Has The Following Measure(s):

- **Measure 31007.01.01**

Percentage of crime victims and individuals involved in traffic accidents who rate their experience with the department as "Very Good" or "Excellent"

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In CY 2004, 84.9 percent of survey respondents rated the overall quality of service as "Excellent" or "Very Good."

Measure Target: The department will strive to maintain the same level of service in the face of increasing workload and severe manpower shortages.

Measure Source and Calculation:

The Information Technology and Planning Division conducts an annual citizen survey to determine the level of customer satisfaction with department operations. Survey questions are designed to solicit information regarding assistance received from the dispatcher or call-taker, timeliness of response, assistance provided on-scene, follow-up investigation, professional competence, fairness, and overall quality of service. Survey respondents are randomly selected from citizens involved in accidents reported to the State Police during the first quarter of the year (excluding fatalities). In addition, all victims of selected, non-violent crimes reported to the State Police during the first quarter of the year are surveyed. In order to fairly represent results, survey questions marked "Not Applicable" or left blank are not included in the calculations.

Objective 31007.01 Has the Following Strategies:

- Seek funding to increase staffing up to levels recommended by the Trooper Allocation and Distribution Model.
- Seek funding to convert CVEO positions to troopers.
- Reassign all canine handlers, tactical team members, and SCUBA divers to the Homeland Security Division and seek funding to add 128 troopers to backfill positions vacated by canine handlers, tactical team members, and SCUBA divers.

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

- Seek funding to augment support personnel in BFO by adding 16 office services assistants, eight part-time office services assistants, 21 dispatcher supervisors, and seven dispatcher trainers.
- Seek funding to augment support personnel in BFO by converting four part-time office services assistants to full-time and 14 dispatchers to dispatcher supervisors.
- Monitor uniform patrol operations to ensure operational effectiveness.

Objective 31007.02

Decrease the response time to citizen calls for service.

Prompt response to citizens' request for emergency law enforcement services is essential to ensuring the safety of citizens and their property. In traffic crashes, quick response by law enforcement facilitates the removal of disabled vehicles and debris from the roadway. Clearing the roadway quickly helps restore the normal flow of traffic and reduces secondary crashes caused by traffic congestion associated with the crash. In criminal incidents, the prompt response by law enforcement personnel enhances citizen safety and increases the likelihood of a successful investigation.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Strive to eliminate illegal drug use within Virginia.

This Objective Has The Following Measure(s):

- **Measure 31007.02.00**

Average response time to emergency calls

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: The average response time for the first quarter of 2005 was 00:18:54.

Measure Target: The Department will strive to maintain an average response time of less than 00:19:00 in spite of increased workload and inadequate staffing levels.

Measure Source and Calculation:

The response time is calculated from the time an incident is entered into the Computer-Aided Dispatch system until the time a unit arrives at the scene. Only incidents that meet the following criteria are included: 1) The incident is entered by the communications center; 2) The primary unit is marked on scene with the dispatcher; 3) The call type is an emergency priority; 4) The call is handled by a unit assigned to one of the BFO areas. Calls handled by Medflight are not included. Times are displayed in hours:minutes:seconds (hh:mm:ss) format.

Objective 31007.02 Has the Following Strategies:

- Seek funding to augment support personnel in BFO by adding 16 office services assistants, eight part-time office services assistants, 21 dispatcher supervisors, and seven dispatcher trainers.
- Seek funding to increase staffing up to levels recommended by the Trooper Allocation and Distribution Model.
- Monitor uniform patrol operations to ensure operational effectiveness.
- Seek funding to augment support personnel in BFO by converting four part-time office services assistants to full-time and 14 dispatchers to dispatcher supervisors.
- Seek funding to convert CVEO positions to troopers.

Service Area Plan

Department of State Police

Uniform Patrol Services (Highway Patrol) (31007)

- Reassign all canine handlers, tactical team members, and SCUBA divers to the Homeland Security Division and seek funding to add 128 troopers to backfill positions vacated by canine handlers, tactical team members, and SCUBA divers.

Service Area Plan

Department of State Police

Motorists Assistance Program (31008)

Service Area Background Information

Service Area Description

The Motorist Assistance Program currently operates in the four largest metropolitan areas in Virginia including Chesapeake, Fairfax, Richmond and in the Roanoke/Salem areas. During 2004, motorist assistance aides provided assistance to disabled or stranded motorists on more than 58,000 occasions. State Police motorist assistance aides provided services such as fixing flat tires, providing gasoline, jumpstarting vehicles, directing traffic, and making cellular phone calls for additional assistance or to notify family members of a stranded motorist's situation. Motorist assistance aides are frequently instrumental in the arrest of drunk drivers and aggressive drivers by reporting erratic driving behavior to troopers who subsequently make the apprehension.

Service Area Alignment to Mission

This service area supports the accomplishment of two goals in the department's Strategic Plan: (1) ensuring the safety and security of citizens and their property and (2) promoting the safe and orderly flow of traffic on Virginia's highways. The Motorists Assistance Program Service Area is closely aligned with two long-term objectives for Virginia: (1) protecting the public's safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds and (2) ensuring that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy, and improves the quality of life.

Service Area Statutory Authority

In accordance with § 52.4 of the Code of Virginia, the Department of State Police is responsible for highway patrol and the promotion of highway safety.

Service Area Customer Base

Customer(s)	Served	Potential
Out of State Citizens	0	0
Virginia Citizens	7,386,330	7,386,330

Service Area Products and Services

- Observation of criminal activity or traffic violations
- Removal of disabled vehicles from the roadway
- Assistance to motorists with mechanical problems
- Assistance to motorists at crash sites
- Assistance to motorists needing directions and other services
- Provision of first aid/CPR at crash sites or other medical emergencies on the roadways until the arrival of medical personnel

Service Area Plan

Department of State Police

Motorists Assistance Program (31008)

Factors Impacting Service Area Products and Services

Population, registered vehicles, and vehicle miles traveled have all risen sharply. The number of registered vehicles grew 59.2 percent between 1985 and 2003, while the vehicle miles traveled increased 62.8 percent during this period. The number of traffic crashes went up 16.1 percent between 1985 and 2003 and crash-related injuries increased 5.7 percent in these years. These, in turn, have created an increased demand for motorist assistance services.

Anticipated Changes To Service Area Products and Service

None

Service Area Financial Summary

Funding for the Motorist Assistance Program of the Department of State Police is provided by the Department of Transportation, Highway Maintenance Funds. This service is provided in the Richmond, Tidewater, Northern Virginia and Roanoke areas of Virginia. Motorist assistance aides provide assistance to stranded motorists, allowing troopers to continue patrol duties.

Motorist assistance service is provided utilizing a number of wage positions, supplemented by full-time positions.

Appropriated funds for this service area support the staff (salaries and related benefits), vehicle expenses and related expenses associated with providing the service.

The changes to base were a result of central appropriation adjustments for salary and benefits.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$0	\$1,382,065	\$0	\$1,382,065
Changes To Base	\$0	\$92,777	\$0	\$92,777
SERVICE AREA TOTAL	\$0	\$1,474,842	\$0	\$1,474,842

Service Area Plan

Department of State Police

Motorists Assistance Program (31008)

Service Area Objectives, Measures, and Strategies

Objective 31008.01

Improve highway safety by removing disabled vehicles from the roadway.

Civilian motorist assistance aides assist in the removal of disabled and abandoned motor vehicles from the roadways, thereby reducing the potential of traffic crashes, while freeing sworn employees to perform duties that require law enforcement authority.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.

This Objective Has The Following Measure(s):

- **Measure 31008.01.01**

Number of assists provided by motorist assistance aides

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, motorist assistance aides provided 58,324 assists to motorists.

Measure Target: Maintain or increase the number of assists provided to motorists by motorist assistance aides.

Measure Source and Calculation:

Data regarding motorist assistance is maintained in the Motorist Assistance System. This system is designed to collect information on assistance rendered by the motorist assistance aides.

Objective 31008.01 Has the Following Strategies:

- Maximize the use of staffing.
- Monitor motorist assistance operations to ensure operational effectiveness.

Service Area Plan
Department of State Police
Insurance Fraud Program (31009)

Service Area Background Information

Service Area Description

It has been estimated that insurance fraud costs each insured Virginia citizen approximately \$100 in additional insurance premiums annually and adds as much as \$1,000 to the cost of goods and services. This service area is dedicated to reducing the impact of fraudulent insurance claims on the law-abiding citizens of Virginia. The Insurance Fraud Program currently has special agents located strategically throughout the state. Their primary focus is on fraudulent property and casualty insurance and workers' compensation claims. The law now requires that if insurance professionals have reason to believe that someone is violating this statute, they are required to disclose this information to the Virginia State Police.

Service Area Alignment to Mission

The Insurance Fraud Service Area is aligned to the department's goal of ensuring the safety and security of citizens and their property.

Service Area Statutory Authority

The insurance fraud investigation function is established by § 52-37 of the Code of Virginia. The department is mandated to (1) initiate independent inquiries and conduct independent investigations when the department has reason to believe that insurance fraud may have been or is currently being committed, and to undertake studies to determine the extent of such insurance fraud; (2) respond to notification or complaints alleging insurance fraud generated by federal, state and local police, other law-enforcement authorities, governmental agencies or units, and any other person; and (3) review notices and reports of insurance fraud, select the incidents of suspected fraud that require further detailed investigation, and conduct the investigations.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Commonwealth's Attorneys and staff	500	500
Property and casualty insurance companies licensed to operate in Virginia	844	844
Virginia Citizens	7,386,330	7,386,330
Virginia Law Enforcement Agencies	285	285

Anticipated Changes In Service Area Customer Base

None

Service Area Plan
Department of State Police
Insurance Fraud Program (31009)

Service Area Products and Services

- Insurance fraud investigation

- Insurance fraud trend analysis

- Training of criminal justice personnel

- Public service announcements and training materials

- Insurance Fraud Hotline and award program

Factors Impacting Service Area Products and Services

This service area is impacted by manpower shortages. The BCI Special Agent Staffing Model was developed to determine staffing needs and is based on documented workload in each field office. This staffing model indicates the General Investigations Section needs 43 additional special agents in order to accommodate current workload.

Insurance fraud investigation is a complex process that requires extensive training. The transfer or promotion of special agents trained to investigate insurance fraud adversely impacts this service area.

Anticipated Changes To Service Area Products and Service

The Insurance Fraud Program service area is dependent on funding from the insurance industry. If funding is reduced or eliminated, the department's ability to combat insurance fraud would be severely diminished.

Service Area Financial Summary

The Insurance Fraud Program of the Department of State Police is funded with non-general funds derived from insurance fees collected by the State Corporation Commission.

The program is responsible for investigation of fraudulent insurance claims.

Funding in this service area is used to support the staff and related expenses associated with providing the service.

The changes to base were a result of central appropriation adjustments for salary and benefits. In addition, the department requested a technical amendment for additional appropriations.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$3,985,000	\$0	\$3,985,000
Changes To Base	\$0	\$2,430,958	\$0	\$2,430,958
SERVICE AREA TOTAL	\$0	\$6,415,958	\$0	\$6,415,958

Service Area Plan
Department of State Police
Insurance Fraud Program (31009)

Service Area Objectives, Measures, and Strategies

Objective 31009.01

Decrease insurance fraud in Virginia.

It has been estimated that insurance fraud costs each insured Virginia citizen approximately \$100 in additional insurance premiums annually and adds as much as \$1,000 to the cost of good and services. The department is dedicated to reducing the impact of fraudulent insurance claims on the law-abiding citizens of Virginia.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Provide available department resources to requesting law enforcement agencies.

This Objective Has The Following Measure(s):

● **Measure 31009.01.01**

Amount of restitution ordered in insurance fraud cases

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, defendants in insurance fraud cases were ordered by the court to pay \$369,136 in restitution.

Measure Target: Maintain the amount of restitution ordered in insurance fraud cases.

Measure Source and Calculation:

The amount of restitution ordered in insurance fraud cases is collected in the Support Services Division database. This amount is measured in U. S. dollars.

Objective 31009.01 Has the Following Strategies:

- Seek funding to increase staffing up to levels recommended by the Bureau of Criminal Investigation Special Agent Staffing Model.
- Monitor the Insurance Fraud Program to ensure operational effectiveness.

Service Area Plan
Department of State Police
Vehicle Safety Inspections (31010)

Service Area Background Information

Service Area Description

With the implementation of the Motor Vehicle Inspection Program in 1932, Virginia embarked upon and has continued in a leadership role in the promotion of highway safety. Reduction in the number of vehicles with safety defects on Virginia’s highways is the implicit goal of the Vehicle Safety Inspections service area. This service area is performed by the Safety Division and includes program administration, enforcement of motor carrier safety and hazardous materials regulations, compliance reviews, supervision of the inspection program, safety equipment approval, and administration of the Inter-Departmental and Intra-Departmental Safety Programs. The Safety Division is also responsible for the supervision and testing of approved mechanics to ensure compliance with inspection rules and procedures.

Service Area Alignment to Mission

The Vehicle Safety Inspection service area is clearly aligned with two of the goals in the department’s strategic plan: (1) ensuring the safety and security of citizens and their property and (2) promoting the safe and orderly flow of traffic on Virginia’s highways. This service area is closely aligned with two long-term objectives for Virginia: (1) protecting the public’s safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all kinds and (2) ensuring that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy, and improves the quality of life.

Service Area Statutory Authority

Functions performed by this service area are mandated by the Code of Virginia, § 52-4, which requires the department to supervise inspection stations and inspectors of motor vehicles, promote highway safety, establish and direct a vehicle accident prevention and safety program for state agencies, and adopt standards for motor vehicle appliances, accessories and safety devices.

Service Area Customer Base

Customer(s)	Served	Potential
Federal Motor Carrier Safety Administration	1	1
Inspection Stations	4,000	4,000
Inspectors (active)	6,000	6,000
Motor Carriers	0	500,000
State agencies	20	20
Virginia Citizens	7,386,330	7,386,330

Anticipated Changes In Service Area Customer Base

None

Service Area Plan
Department of State Police
Vehicle Safety Inspections (31010)

Service Area Products and Services

- Administration of Motor Vehicle Safety Inspection Program

- Preparation and distribution of the Safety Inspection Manual

- Administration of licensing program for stations and inspectors

- Distribution and tracking of inspection stickers

- Administration of the Inter-Departmental and Intra-Departmental Safety Program

Factors Impacting Service Area Products and Services

Products and services of this service area are impacted by a number of factors, including staffing, vehicle changes made by automobile manufacturers, technological changes, changes in Code of Virginia, and changes in federal guidelines.

Anticipated Changes To Service Area Products and Service

In 2004, approximately 7,595,000 vehicle safety inspections were performed at Virginia inspection stations. A record of each inspection is recorded in the form of an Inspection Certification Receipt or a Rejection Receipt. These receipts are mailed to the department by inspection stations on a monthly basis. Information on the receipts is used in law enforcement investigations, as evidence in court, and to manage the Vehicle Safety Inspection Program. Currently, these receipts are handled manually. Due to the tremendous volume of receipts, the department needs to acquire a system to automate vehicle inspection receipts.

Service Area Financial Summary

Funding for the Vehicle Safety Inspection Program of the Department of State Police is provided by Department of Motor Vehicles through a \$1.50 fee charged for each vehicle registered in the Commonwealth and supplemented by federal funds. This service area is responsible for monitoring licensed businesses and inspectors to ensure compliance of Virginia inspection laws and regulations and enforcing motor carrier laws.

Funding in this service area is used to support the staff and related expenses associated with providing the service.

The changes to base were a result of central appropriations adjustments for salary and benefits.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$0	\$17,398,644	\$0	\$17,398,644
Changes To Base	\$0	\$1,115,405	\$0	\$1,115,405
SERVICE AREA TOTAL	\$0	\$18,514,049	\$0	\$18,514,049

Service Area Plan
Department of State Police
Vehicle Safety Inspections (31010)

Service Area Objectives, Measures, and Strategies

Objective 31010.01

Ensure the integrity of the Motor Vehicle Safety Inspection Program by conducting periodic visits of inspection stations.

The Motor Vehicle Safety Inspection Program cannot be effective without ensuring that individual stations and inspectors conduct thorough inspections in accordance with established inspection standards. Stations must be periodically visited to ensure inspection and recordkeeping requirements are met.

This Objective Supports the Following Agency Goals:

- Ensure the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia’s highways.

This Objective Has The Following Measure(s):

- **Measure 31010.01.01**

Number of station visits conducted

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, Safety Division personnel conducted 33,718 inspection station visits.

Measure Target: Maintain or increase the number of inspection station visits conducted by Safety Division personnel.

Measure Source and Calculation:

Data concerning inspection station visits by Safety Division personnel is maintained in the Weekly Activity Report System.

Objective 31010.01 Has the Following Strategies:

- Monitor vehicle safety inspections to ensure operational effectiveness.
- Acquire a system to automate vehicle inspection receipts.

Service Area Plan

Department of State Police

Administrative and Support Services (39900)

Service Area Background Information

Service Area Description

The Superintendent is responsible for the efficient administration, control, and operation of the department. The Administrative and Support Service Area is responsible for the financial management of the department, including preparing, monitoring, and accounting for the department's annual operating budget.

The department's personnel are one of its most valuable resources. The Administrative and Support Service Area is tasked with providing effective human resource management, with continued emphasis on attracting and retaining qualified personnel and diversifying the work force. This service area administers employment practices, benefits, and classification and compensation.

The Administrative and Support Service Area is also responsible for property management. This encompasses management and maintenance of more than 69 buildings and grounds across the state, including leased property. Additionally, this service area includes the State Police Garage, which is tasked with equipping newly acquired vehicles with law enforcement equipment.

The department uses a variety of supplies and equipment to accomplish its mission. The Administrative and Support Service Area procures, distributes, and stores all State Police supplies and equipment. This service area also produces printed material and manages mail distribution. The department serves as Virginia's point of contact for the Department of Defense Military Surplus Program. This program allows state and local law enforcement agencies to receive, at no cost, surplus military equipment.

Training is an activity fundamental to this organization's survival. The para-military structure of the department demands an especially intense level of training beginning with an officer's entry into the organization. The Administrative and Support Service Area includes entry-level training, in-service training, specialty training, Drug Abuse Resistance Education (DARE) training, and training provided to other agencies. The Academy hosts contract training for employees of local, state and federal agencies and coordinates attendance of department employees at outside schools, seminars, and specialty training programs. The Training Division is also responsible for canine training in three categories: explosive, narcotics, and patrol. The DARE program is a cooperative effort between the Department of State Police and the Department of Education and is coordinated by the Training Division.

The Administrative and Support Service Area is also responsible for the operation of cafeteria at the Academy.

Service Area Alignment to Mission

This service area is essential to the accomplishment of the department's mission and all goals in the department's strategic plan: (1) ensuring the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) striving to eliminate illegal drug use within Virginia; (4) providing available department resources to any requesting law enforcement agency; (5) ensuring the safety, security, and high morale of department personnel; and (6) continually seeking ways to deliver the most cost-effective and efficient law enforcement services possible.

Service Area Plan

Department of State Police

Administrative and Support Services (39900)

Service Area Statutory Authority

The Code of Virginia, § 52-4, tasks the Department of State Police with conducting the police school or Academy. Other functions associated with the Administrative and Support Service Area are governed by a number of state and federal regulations, to include the following:

- Fair Labor Standards Act (FLSA), 29 USC Chapter 8
- Occupational Safety and Health Act (OSHA), 29 CFR 1904 (1974)
- Americans with Disabilities Act (1990), 28 CFR Parts 35 and 130
- Equal Employment Opportunities Act (EEO), 29 CFR 1613
- Age Discrimination in Employment Act (ADEA), 29 USC § 621
- § 58.1-4005. Appointment, qualifications and salary of Director.
- § 58.1-4008. Employees of the department; background investigations of employees.
- Virginia Uniform Statewide Building Code (1993)
- Virginia Erosion and Sediment Control Law, Code of Virginia, Title 10.1, Chapter 5, Article 4)
- VR 680-13-02, Technical Standards for Underground Storage Tanks
- § 52-9.1. Distinctive uniform to be adopted for State police officers.
- § 52-11.3. Acquisition of military property.
- § 52-11.4. Disposal of unclaimed property in the possession of State Police; exemption from the Uniform Disposition of Unclaimed Property Act.
- § 9.1-108. Criminal Justice Services Board membership; terms; vacancies; members not disqualified from holding other offices; designation of chairmen; meetings; compensation.
- § 9.1-112. Committee on Training; membership.

Service Area Customer Base

Customer(s)	Served	Potential
Businesses	549,916	549,916
Department Employees	2,734	2,734
Federal, State, and Local Law Enforcement Agencies	0	0
State Agencies	0	0

Anticipated Changes In Service Area Customer Base

The department anticipates adding approximately 626 sworn employees and 128 support personnel over a six-year period.

Service Area Plan

Department of State Police

Administrative and Support Services (39900)

Service Area Products and Services

- Preparing, monitoring and accounting for the annual operating budget
- Administration of employment practices, benefits, and classification and compensation
- Property management
- Preparing and equipping newly acquired vehicles with law enforcement equipment
- Provision of entry-level, in-service, and specialty training
- Coordination of training provided through outside sources
- Drug Abuse Resistance Education (DARE) training
- Procurement, distribution and storage of agency supplies and equipment
- Production of printed materials
- Distribution of mail
- Administration of the Military Surplus Program

Service Area Plan

Department of State Police

Administrative and Support Services (39900)

Factors Impacting Service Area Products and Services

In order to accomplish its mission and accommodate increased workload, the department needs to increase manpower to levels recommended by approved staffing models. This will require adding approximately 100 troopers per year for six years. The addition of these troopers will have a significant impact on products and services in the Administrative and Support Service Area, including human resource management, training, communications, and equipment.

Service Area Plan

Department of State Police

Administrative and Support Services (39900)

Anticipated Changes To Service Area Products and Service

The addition of 626 new sworn employees at a rate of 100 new positions per year will have a significant impact on workload in the Personnel Division. Currently, the Employment Section uses one full-time personnel assistant and one part-time office services specialist to process applicants. These personnel receive approximately 2,000 trooper applications each year for testing and entry into our ongoing schools. Once the applications are received, employees are responsible for logging, tracking and corresponding with the applicants.

As staffing is increased, the workload in the Benefits Section will increase. With the addition of 100 troopers each year for the next six years, the department would need more manpower to process new hire information and coordinate benefits. One full-time position will be needed to provide support with the additional paperwork, data entry, and orientation when hiring the troopers. Additional staff will be required to assist the Workers' Compensation coordinator with the increase in claims associated with all new schools. All new employees are placed in the Virginia Sickness and Disability Program (VSDP). The time involved in counseling employees on VSDP and Workers' Compensation claims is tremendous. All new employees who have a claim under Workers' Compensation must also have that claim coordinated with the VSDP, thereby doubling the work in both areas. This does not include the processing of claims that are not work-related. It is a time-consuming and highly involved process to ensure claims are processed correctly.

The Classification and Personnel Records Section will need increased clerical support to prepare, store, and update an additional 100 personnel files each year. This will include processing Employee Work Profiles and weight control records for each new sworn employee.

The Background and Line of Duty Unit is responsible for conducting comprehensive background investigations and investigating service-related deaths and disability retirements. The Code of Virginia mandates that the department conduct in-depth investigations of deaths or disability retirements resulting from injuries or illnesses that occurred in the line of duty. Persons covered by the Code include all Virginia law enforcement personnel, correctional officers, fire and rescue personnel, Virginia National Guard personnel, game wardens, etc. The department conducted 102 line of duty investigations in 2004, and the number is increasing each year. If trooper applicant processing is increased over the next six years, additional staff will be needed.

In order for the Recruitment Unit to provide adequate staffing to accomplish the department's goal of hiring 626 troopers in six years, the Unit will need additional support. In order to add 100 new sworn employees per year, the department must advertise for and process an additional 1,000 applications each year. This would also increase the number of regional testing dates, physicals, and work performance tests. In order to accommodate the increased applicant flow, additional support personnel are required. The Unit will need to upgrade the part-time administrative support position to full-time in order to handle the influx of correspondence associated with hiring such a large number of troopers.

The Nurse Practitioner is responsible for conducting blood analysis on sworn employees during biennial in-service training. This position is also tasked with conducting periodic physical examinations on sworn employees age 40 and over. In addition, the Nurse Practitioner coordinates the annual physical survey for sworn employees, consisting of an accurate check of height, weight, aural acuity, visual acuity, depth perception, and blood pressure. All documentation associated with the blood analyses, physical examinations, and physical surveys is filed and maintained by the Nurse Practitioner. The Nurse Practitioner's Office is currently in need of a full-time clerical position to file, copy, answer the telephone, order supplies, and assist with physical surveys. Adding one hundred troopers per year for six years would exacerbate this need.

Support staff in the Property and Finance Division will need to be augmented to support the addition of 626

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troopers over a six year period. Providing vehicles, equipment, and payroll services for these new troopers will significantly increase the workload in Procurement, the Warehouse, the Garage, Accounting, Payroll, and the Mailroom.

Recent capital improvements have also created a critical need for additional HVAC technicians to maintain facilities at State Police Headquarters (SPHQ). In 1987, the department had 204 tons of HVAC equipment at SPHQ. This equipment was maintained by one electrical/mechanical supervisor and one HVAC technician. In 1990, the department lost the electrical/mechanical supervisor position. However, since 1987, the department's HVAC equipment has increased from 204 tons to 618 tons. When the new building at State Police Headquarters is operational, this will grow to 1,020 tons. The increased workload is further exacerbated by the addition of two generators at the Academy and one generator in the new building.

To meet the continuing demands facing the current Academy staff, one sergeant, and two troopers are needed. Since September 11, the department's role has changed tremendously. All sworn employees, from trooper to executive level management, receive extensive training in weapons of mass destruction and terrorism response, detection, prevention, and mitigation. The sergeant position would be added to the Firearms Training Unit to serve as a tactical team coordinator. One trooper position would be placed in the Firearms Training Unit and the other trooper position would be assigned to the driving program. Two troopers are also needed to assist with the basic schools. These troopers would be assigned to the Academy for one year to help with instruction, physical training, drill, inspections, and mentoring the trainees.

In order to accommodate normal attrition, the department hires approximately 180 trooper trainees per year. The Academy normally conducts one to two basic schools a year to train these new troopers. In order to increase sworn strength by 100 each year for six years, the Academy would have to run additional basic schools. All available lodging at the Academy would need to be committed to housing basic students. As a result, students attending mandatory in-service training and other classes would have to be lodged in local hotels.

Emergency vehicle operations continue to be a significant concern for most law enforcement agencies and are a main source of litigation for the Department of State Police. Currently, the Commonwealth of Virginia does not have an adequate location to conduct driver training. Although 84% of all law enforcement officers engage in high-speed, emergency response driving, there are only a few driver training facilities that law enforcement personnel can utilize to train at highway speeds.

Plans to build a statewide driver training facility began in 1997. The land was originally part of Fort Pickett and was transferred by the federal government to the Commonwealth. The facility was to be built and maintained by the Virginia State Police. It was to be utilized for training Virginia State troopers and personnel from other law enforcement agencies that did not have a facility to conduct driver training. Funding that was to be utilized for completing the facility became unavailable and the driver training facility was not completed. Virginia has already absorbed over \$4 million worth of engineering and design work and the department does not have the funding currently available to construct the facility.

Costs to build the facility are estimated at approximately \$21 million. Upon completion, driver training could be extended to all law enforcement agencies within the Commonwealth of Virginia. There are currently over 24,000 law enforcement officers in the Commonwealth who receive some type of driver training. It is estimated that over 5,000 officers a year could be trained at a centralized driver training facility. The department supports the Department of Criminal Justice Services' request for a statewide driver training facility.

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Service Area Financial Summary

Funding for the Administrative and Support service area Department of State Police is provided primarily by the general fund. This service area represents the central management of the department and includes the Superintendent's Office and his executive staff. Also included in this service area are the Public Relations Office, Professional Standards Unit, and Executive Protective Unit, Accounting and Budgeting Services, Human Resources Services, Physical Plant Services, Procurement and Distribution Services, Training Academy, and the Cafeteria. Services provided by this area include:

- Central management
- General accounting, budgeting, payroll and leave accounting
- Recruitment, employment, classification, employee benefits and worker's compensation
- Building maintenance, construction and renovations, capital outlay
- State Police garage operations
- Purchasing, warehousing and distribution of all supplies and equipment necessary for department operations
- Mailroom and print shop operations
- Centralized training for Department of State Police, other state agencies and local law enforcement agencies, including basic training for new troopers, mandated in-service training and specialized training
- Cafeteria operations which provide three meals a day to students attending training at the State Police Academy

Funding in this service area is used to support the staff and related expenses associated with providing the services.

The non-general funds are generated through the sale of meals at the State Police cafeteria.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$16,026,320	\$463,430	\$16,026,320	\$463,430
Changes To Base	\$767,551	\$196,999	\$853,640	\$196,999
SERVICE AREA TOTAL	\$16,793,871	\$660,429	\$16,879,960	\$660,429

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Service Area Objectives, Measures, and Strategies

Objective 39900.01

Ensure prompt payment of department invoices.

The prompt payment of department invoices is an essential component of sound financial management. This function is the responsibility of the Accounting Section of the Property and Finance Division.

This Objective Supports the Following Agency Goals:

- Continually seek ways to deliver the most cost-effective and efficient law enforcement services possible.

This Objective Has The Following Measure(s):

- **Measure 39900.01.01**

Percentage of invoices paid within 30 days of receipt from the vendor

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: In CY 2004, the Department paid approximately 96 percent of invoices within 30 days of receipt from the vendor.

Measure Target: To pay 100 percent of invoices within 30 days of receipt from the vendor.

Measure Source and Calculation:

The State Controller's Office tracks the timeliness of payments by state agencies.

Objective 39900.01 Has the Following Strategies:

- Seek funding to add three fiscal technicians and one part-time office services assistant to facilitate prompt payment of vendor invoices.
- Monitor accounting operations to ensure operational effectiveness.

Objective 39900.02

Retain sworn employees.

The process of recruiting, selecting, and training sworn employees is time-consuming and expensive. The department must retain experienced sworn employees in order to provide the highest level of law enforcement services to the citizens of Virginia in a cost-effective manner.

This Objective Supports the Following Agency Goals:

- Ensure the safety, security, and high morale of department personnel.
- Continually seek ways to deliver the most cost-effective and efficient law enforcement services possible.

This Objective Has The Following Measure(s):

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- **Measure 39900.02.01**

Turnover rate for sworn employees

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In FY 2004/05, the turnover rate for sworn employees was 2.4 percent.

Measure Target: Maintain a turnover rate for sworn employees of 3.7 percent or less.

Measure Source and Calculation:

The department maintains personnel separation records to monitor employee turnover. For purposes of this performance measure, the number of separations includes all sworn employee separations except those due to retirements, terminations, or death.

Objective 39900.02 Has the Following Strategies:

- Seek funding to increase staffing up to levels recommended by the Trooper Allocation and Distribution Model.
- Seek funding to increase staffing up the levels recommended by the Bureau of Criminal Investigation Special Agent Staffing Model.

Objective 39900.03

Ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

The Superintendent of State Police is responsible for the efficient and effective use of agency resources. These resources must be used in accordance with state and federal requirements. State agencies in Virginia use performance measurement to help ensure that state resources are used efficiently and state programs are managed effectively. The Governor's Management Scorecard reports on agency performance in core management functions, including human resource management, government procurement, financial management, technology, and performance management.

This Objective Supports the Following Agency Goals:

- Continually seek ways to deliver the most cost-effective and efficient law enforcement services possible.

This Objective Has The Following Measure(s):

- **Measure 39900.03.00**

Percentage of Governor's Management Scorecard categories marked as "meets expectations" for the agency

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In FY 2005, 80 percent of the Governor's Management Scorecard categories were marked as "meets expectations."

Measure Target: To achieve a score of "meets expectations" on all of the Governor's Management Scorecard categories.

Measure Source and Calculation:

The Virginia Excels website (<http://www.vaexcels.governor.virginia.gov/performance/scorecardresults.cfm>) contains Management Scorecard results for state agencies.

Objective 39900.03 Has the Following Strategies:

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- Monitor human resource management, procurement, financial management, technology, and performance management to ensure efficient use of resources and effective management of programs.