**Iowa State Patrol**

**Annual Report**

**2009**

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**Presented to Commissioner Eugene T. Meyer**

**Introduction**

During calendar year 2009, Iowa State Patrol supervisors conducted inspections on every employee under their command as required in Departmental Directives. In the uniform ranks, Area Commanders conducted documented Layout inspections of each officer in their respective areas as required in ISP policy 45-04.01. Additionally, each Sergeant conducted two documented informal inspections on each uniformed officer under their command during 2009. These inspections are found in the personnel files of each officer at their respective districts. Additionally, each non-sworn employee had a documented inspection of their work area and their appearance conducted by their supervisor. All documented inspections of State Patrol personnel are found in their hard copy personnel file, their electronic personnel file or both.

During the spring of each year, District Commanders are required to conduct a documented inspection utilizing the Major Maintenance and Routine Maintenance checklists provided to them by the Fleet and Supply Commander. Each District Commander conducts a thorough inspection of their facility indicating areas of concern with their respective State Patrol facility. These are forwarded to Captain Probst who compiles a list of facility needs. Major Kinseth and Captain Probst utilize these reports to prepare their requests to the applicable funding source.

Documented quarterly checks on Iowa State Patrol Communications Tower sites are conducted by members of State Patrol Communications. These inspections are documented and can be found on the secure DPS Network.

Additionally, reports were compiled on all Specialized Assignments within the Iowa State Patrol, and that information can be found elsewhere in this document.

**Personnel**

The Iowa State Patrol continues to be understaffed with a current compliment of 379 officers. The members of the organization have worked very hard to provide quality public safety services to Iowans despite lacking the manpower to do so. Members of the Iowa State Patrol continue to uphold the tradition of courtesy service and protection. Iowans are blessed to have these committed individuals as their protectors and guardians.

I have provided an up to date organization chart as well as a table outlining where our sworn resources are currently allocated. That information can be found in Addendum #1.

**Fleet & Supply**

* Uniforms were purchased in summer of 2009. A total of 6 items per officer were acquired at their discretion.
* 362 PBTs were purchased thru GTSB grant
* ISP’s bullet proof vests are approaching their 5 years of life. Research has begun in an attempt to identify new vests. The following vests are being tested by Troopers Griggs and Stine. 1) PPI; 2) ABA XT2-2; 3) ABA FZ11.0; 4) Extreme Safariland; 5) First Choice MFF310NF; 6) US Armor; 7. Paraclete vest.
* Radars- Thanks to federal funding through a GTSB grant and asset forfeiture funds to supplement those grant funds, ISP was able to order 38 radars in 2008. These units enabled us to equip all of our lieutenants with units comparable to the troopers and afforded us the opportunity to have spare units in each district.
* Rifles-Currently 217 rifles have been issued to troopers in the field. Training was completed and cleaning kits issued out to all. The remainders of the rifles were purchased to provide to each uniformed member once training is completed.
* Vehicles are ordered annually to replace approximately 1/3 of the enforcement fleet. We are planning on ordering 100 vehicles this year to address our fleet replacement needs. We have worked diligently to reduce our fleet mileage to 90,000 miles. However a recent DAS directive will now require our vehicle mileage turn-in be changed to 108,000 miles effective immediately. Other equipment used to outfit our patrol vehicles are purchased through varying lifecycles as well, so the equipment purchases are staggered as well to meet the needs of the fleet.

**Planning & Technology**

* Technology has become and will likely remain one of our larger fiscal demands. The efficiency gained by the use of technologies has enhanced our performance in many areas. The opportunities to gather and retrieve data have greatly improved. The increased amount of data accessible and the efficiency in which it may be retrieved has saved many hours compared to the manual retrieval procedure previously used. These are the highlights of the projects and issues currently on-going in the area of technology.

Mobile Architecture for Communications Handling (MACH)

The ISP began a pilot project in Districts 1, 2, and Des Moines State Radio on October 28, 2008. This project involves software known as Mobile Architecture for Communications Handling (MACH). MACH has been developed by the same company that developed the Traffic and Criminal Software (TraCS). MACH offers automatic vehicle locating, instant messaging, chat messaging, and alert messaging. Access to computerized IOWA/NCIC/NLETS queries will be included in the near future. Throughout the year 2009, access to the MACH pilot project was expanded to all six communication centers and approximately thirty additional troopers throughout the state. Expanding the pilot project was intended to prove MACH’s viability in all geographic regions of the state.

Cellular Air Cards

The cellular air cards provide a critical means of mobile data communication for the ISP. Currently troopers at all ranks use cellular air cards on a daily basis to perform their job duties. A permanent funding source must be identified prior to fiscal year 2011. Nearly all future technology applications will depend on these devices.

Mobile Computers

The end of fiscal year 2009 represented the conclusion of the fourth year of service for the oldest Panasonic Toughbook computers. All 309 Panasonic Toughbook CF-18 computers are no longer under warranty. Additionally, seventy-six CF-19 computers and fifty-eight CF-30 computers will no longer be under warranty in September 2010. The warranty period is three years. In 2009, one hundred new CF-19 computers were purchased. Fifty of these computers have been issued to road troopers in Districts 1 and 8. The other fifty will be issued to various road troopers statewide in an effort to replace the oldest computers in the fleet.

Fiber Optic Network Infrastructure Upgrades

This upgrade will be critical for future projects, including those that will involve ISP communications centers. As technology evolves, so too will the need to add additional network speed at our facilities. Upgrading the network infrastructure with fiber optics will allow projects such as digital mobile video and future emerging technology.

* Post 1 has had Fiber Ethernet installed and is in the final process of having its new server installed.

* Post 8 Fiber has been put on hold until late spring 2010 because of issues that the ICN has encountered with installing the fiber. An alternative route is needed and the final cost is unknown at this time.

* Post 3 will also be placed on hold because the DOT will be installing Fiber along the Interstate for video cameras to monitor a major construction project, and ISP will be able to tap into it for around $5000, saving approximately $27,000. The estimated time frame for Post 3 will now be pushed back 12 months.
* The next Post that we are considering to install Fiber will be Post 7 at an estimated cost of $23,000.

Organizational Impact: $1,500,000 (initial installation) + $411,000/year (ICN service for all district offices and Communications Centers). These costs would depend on the number of district offices the Patrol Utilizes. It has been found that the cost of installing the fiber is increasing every year that the Patrol is unable to proceed with this project.

Portable Radios

ISP received 50 new units and deployed them to Troopers in Post 5, 2 and Post 13. The units that these districts turn in were used for parts in an attempt to keep the other units operational. An additional 50 units have been ordered and will replace all the units in Post 4 and 6. The same process of using old for parts to keep the rest of the Patrol operational will be used. Radio Technicians are advising that it takes approximately three old units to create one unit that is functional.

In Car Audio Video Cameras

With the current VHS mobile video systems becoming obsolete, we have no choice but to accelerate the transition to digital video technology. This will require purchasing new digital mobile video systems and infrastructure to facilitate the storage of that volume of digital data. Throughout the year 2009, a thorough Request for Proposal (RFP) process was conducted. Panasonic Arbitrator was chosen as a result of this process. Due to budget constraints, purchasing of new digital mobile video units has been suspended. The replacement of mobile video systems will become a critical need for the Patrol in the upcoming months.

Bar Code Inventory system

ISP is in the initial stages of configuring a barcode inventory system to track equipment and supplies which are issued to field personnel as well as tracking life cycles and history. The use of this system will help streamline the issuance of such equipment and supplies and keep purchase orders of equipment up to date. Assets such as emergency lights, radio equipment, in car computers and misc supplies will be tracked so when life cycles are exceeded equipment can easily be identified and replaced.

Cell Phones

Currently Headquarters personal, Communication Managers, and District Lieutenants have been issued Blackberries. District Sergeants, Criminal Interdiction personal, MCSAP officers and Vehicle Theft officers have been issued cell phones. There is a need to look at phones for the Safety Education Officers (SEO) if we want to maintain the level of media contact’s and our accessibility to the media as we have had in the past. Some SEO’s are using their personal cell phones to conduct media interviews on a daily basis.

Scheduling Software

Schedule Anywhere is a web-based scheduling application that has been field tested in District 10. This software will be implemented in 2010 to be used in all Districts to replace Microsoft Outlook Calendar.

# Consolidated Department-wide Electronic Records System (CDERS)

On January 1, 2009, the Department implemented a new records management system known as CDERS. The initial scope of CDERS included the establishment of a single point of case number issuance across all divisions in the Department of Public Safety and the establishment of a master name index (MNI) function that would serve as a single point by which to query multiple legacy databases within the Department. CDERS, developed internally by the DPS Technology Services Bureau, was created using modern information technology platforms and concepts. The ISP soon identified opportunities to utilize CDERS for consolidating other records administration functions that had previously been considered disparate. In May, Technology Services completed the development of a Radio Log application within CDERS. Previously, each of the six ISP communications centers maintained a separate Radio Log using Microsoft Access. The data contained within these logs were not accessible from a central source. Moving the Radio Log function into CDERS created a central repository for all communications log data from each of the six ISP communications centers and District 16. The CDERS Radio Log was formally implemented in July.

Finally, a citation accountability function was added to CDERS in the fall of 2009. This function allows personnel at Fleet and Supply to record numerical ranges of paper uniform citations received at the ISP Warehouse. As these paper citation booklets are issued to the Division’s Citation Control Officers, these transactions are recorded in the citation accountability function within CDERS. Likewise, when the Citation Control Officers issue paper citation booklets to troopers within their command, those transactions are recorded in CDERS. Ultimately, as paper citations are issued or voided, a record is entered into CDERS of each paper citation number and its disposition.

**Facilities**

* District 1 – Currently working with DAS on fixing HVAC problems as well as boiler issues throughout the facility. There is pending litigation with the contractor as well as the architect in getting these concerns taken care of. Continuing elevator problems seem to crop up on a routine basis. Improvements have been made to the District 1 evidence rooms which now meet CALEA Standards.
* District 2 - Currently working with DAS on fixing numerous problems throughout the facility to include; HVAC, settling concerns, cracked walls, tile floors, stairways, cabinetry, soffits, windows, doors, water infiltration, elevator, etc. There is pending litigation with the contractor as well as the architect in getting these concerns taken care of. Improvements were made to ISP evidence room to meet CALEA standards.
* District 3 – A new fourteen (14) room addition to the current facility has been completed. In addition the remodel project on the existing side of the facility has been renovated as well this past year. There are plans to remodel the lower level to accommodate evidence storage needs for all divisions. With the additional outside storage area, this district will meet CALEA Standards.
* District 4 – Both rooftop heating units are in the final stages of its expected life cycle. These have been requested to be replaced thru the Major Maintenance requests submitted in prior years. Aside from the HVAC concerns, water infiltration issues have been addressed, there are structural concerns, periodic roof leaks, etc. Telephone system is inadequate for this facility. The two evidence rooms at this location meet standards; however, ventilation is still a concern. The Range in Denison is in a state of disrepair due to priority need projects and the lack of sufficient maintenance funding.
* District 5 – This facility is scheduled to be closed in March 2010.
* District 6 – There are current water infiltration concerns at this facility that may require groundwork, tiling, water flow studies, etc. The Telephone system is inadequate for this facility. The indoor range target mechanism system is broken. Renovations made to the evidence room will meet CALEA Standards; however, ventilation is still a concern.
* District 7 – Carpet is in need of replacement throughout the facility. Evidence rooms at this facility should now meet CALEA Standards, but ventilation is still a concern.
* District 8 – This new facility is now operational as of April 2, 2009. It is located on the Avenue of the Saints at the Junction of Highway 65 & Highway 18. This Facility is 15,759 square feet and is the first ever State Patrol Facility to use Ground Source heating.
* District 9 – This facility is on the ISP/DPS 5 Year Plan for replacement thru Capitol Requests. There are concerns in the following areas of this facility; plumbing and sewer, walls, ceilings, flooring, insulation. Additionally, mold concerns and possible mold abatement needs to this facility. Air scrubbers are currently in place to address these concerns. Corrections need to be made to make this facility CALEA compliant for evidence storage. This room currently serves all divisions and is full. The room is not large enough to contain much additional evidence which may need to be secured.
  + District 10 – This facility is on the ISP/DPS 5 Year Plan for replacement thru Capitol Requests. There are the following concerns associated with this facility; doors, drapes & curtains, facility parking lot, siding, walls, windows, garage and storage area, etc. Corrections need to be made to make this facility CALEA compliant for evidence storage. Evidence is currently stored in a steel cabinet located inside the storage room. The evidence facility is full of ISP evidence.
* District 11 – HVAC deficiencies as well as carpet needs, parking lot, siding, drapes and curtains are concerns at this facility. This facility is in need of expansion or relocation to a larger facility to meet the departmental space needs.
* District 12 – There are current water infiltration concerns at this facility that may require groundwork, tiling, water flow studies, etc. Numerous changes have been made to the evidence storage room. This room contains evidence for all the divisions. Plans have been made to increase the size of the evidence room to adequately meet the needs and comply with CALEA Standards. Improvements have been placed on hold pending DAS approval.
* District 13 – There are 1st level bathroom floor needs with replacement as the best option. Floor concerns with cracked tiles are a concern. Additional facility concerns are with the ceiling, paneling and drywall, etc. Plans have been discussed to add a room in the lower level to meet evidence requirements for all divisions.
* District 14 – This facility is scheduled to be closed in April 2010.
* District 15 – This facility is on the ISP/DPS 5 Year Plan for replacement thru Capitol Requests. There are facility concerns with plumbing, electrical, HVAC, sewer, walls, floors, mold concerns, etc.

District 15 continues to provide a challenge to the State Patrol on how to address the evidence security issues that are confronting us at that State Patrol facility. Currently we do not meet the CALEA standards for evidence security and will need to make some major reconfigurations of the lot and possibly relocate personnel. A proposal for the combining of

District 15 along with ISP Fleet & Supply as well as ISP Communications

have been looked at for future consideration.

* District 16 -DAS Issue as it is on Complex.
* Iowa State Patrol Fleet and Supply – Water infiltration from roof leakage is a concern. Currently working with DAS for replacing this roof this spring.
* Communications-JFHQ- In 2008 a Staff inspection was completed. A committee was formed to identify a replacement chair to be used in all Communication Centers. In 2009 27 chairs were purchased. The conference room was completed with a new table, chairs and new lighting.
* Communications-Atlantic- Embassy switch is installed pending approval of the use of circuits.

* Communications- Cedar Falls-Embassy switch is installed and is tied into JFHQ.
* Communications-Cedar Rapids- New flooring, new consoles and new furniture.
* Communications-Storm Lake- In February 2009 the Midnight Shift radio traffic was rerouted to Des Moines. This allows for better day and night shift coverage.
* Communications-Fairfield- Embassy switch is installed pending approval of the use of circuits.
* Communications Technical Shop on 2nd Avenue- Discussions are in order on the movement of the Technical shops from 2nd Avenue to Supply. With the concerns on evidence at Post 15 and the need to have one place for officers to go for all of their cameras, computer, radio, supplies and vehicle needs, this move should be given consideration.
* Tower Sites (28 sites) There is a need to install fencing around all of our tower sites. The approximate cost of this would be $185,000.

**Recommendations and Action Steps (Not in order of priority)**

1. Look for alternative ways to help supplement the State Patrol Budget.
2. Seek funding through grants and other sources to continue to keep technology moving forward in the areas of Digital Video and Computers in Patrol Cars. Continue to look into the upgrading of the network in our facilities to allow for downloading and storage of digital video images.
3. Look at the feasibility of moving State Patrol Communications Technical Shop on 2nd Avenue to Fleet & Supply. This would allow one stop shopping for personnel and would more readily meet our evidentiary needs at Post 15.
4. Continue to move forward with improvements to the evidence rooms in District 2 & District 13.
5. Finalize the remaining State Patrol policies in compliance with CALEA standards.
6. Move forward with the closing of District 14 and redistricting.
7. Continue to look at cost savings in our Division. Streamline our operation to make necessary and effective changes to keep up with current trends.

**Summary**

During 2009 there were numerous challenges that presented themselves to the Iowa State Patrol. In spite of severe economic budget limitations that prevented the hiring of additional personnel, Iowa State Troopers had an outstanding year of enforcement, driving down the level of fatal collisions to record lows. In keeping with tradition, when called upon for large scale emergency response, the Iowa State Patrol was there to provide a high level of professionalism and service to the citizens of Iowa. As an example:

* In September 2009, representatives of the Federal Deposit Insurance Corporation contacted the Iowa State Patrol and requested security assistance with the closing of 7 Vantus Banks. With barely 48 hrs notice, the Iowa State Patrol was able to staff each location with 24 hour security that lasted 5 consecutive days.
* During a major winter storm in December of 2009, the Iowa State Patrol worked in cooperation with the Department of Transportation and the Iowa National Guard forming Highway Assistance Teams (HAT). These teams were responsible for the rescue of several Iowa Motorists who found themselves stranded in a blinding snowstorm in several locations throughout Iowa.

As the Chief of the Iowa State Patrol, I am often reminded through these types of events of the high level of dedication and professionalism of each member of this organization. As the Iowa State Patrol celebrates its 75th Anniversary Year in 2010, it is very gratifying to know that the same principles established in 1935 still guide the organization today. The Iowa State Patrol will always be committed to saving lives through traffic enforcement and embrace a proud tradition of service to the citizens of Iowa.