Department of State Police (156)

Agency Plan

Mission Statement

The Virginia State Police, independent yet supportive of other law enforcement and criminal justice agencies, will provide high quality, statewide law enforcement services to the people of Virginia and our visitors; and will actively plan, train and promote emergency preparedness to protect the citizens of the Commonwealth and its infrastructure.

Vision Statement

The Virginia State Police will provide exemplary service to the public and other law enforcement and criminal justice agencies with a highly qualified, diverse workforce that balances service, education, and enforcement to achieve optimal customer satisfaction.

Values

Valor: Courage in the performance of one's duty.

Service: A commitment to provide the highest level of law enforcement service to the citizens of the Commonwealth.

Pride: Satisfaction taken in the acheivements of the department, the community, and oneself.

Information Technology

Current Operational IT Investments

The department operates multiple critical systems that support local, state, and federal law enforcement efforts across the Commonwealth. This includes over 20 systems and/or applications that are available 24 hours a day, 7 days a week, such as the Computerized Criminal History System (CCH), Sex Offender Registry (SOR), Automated Fingerprint Identification System (AFIS), Firearms Transaction Processing System (FTP), Motor Vehicle Inspection Program (MVIP), Tactical Intelligence Processing System (TIPS) and the Virginia Criminal Information Network (VCIN).

Many of the Department's applications rely on outdated or proprietary technologies and it has become increasingly difficult to find personnel experienced in these products. Non-general funding has been allocated to support the replacement of some of these critical systems (including Computerized Criminal History, Applicant Tracking, Incident-Based Reporting, etc.).

The Department is committed to replacing legacy applications with systems utilizing modern technologies (e.g., Java, WebSphere, Oracle, etc.). To date, nearly 20 applications (e.g., Firearms, MVIP, Mental Commitments and the Wanted) have already been redeveloped. Work is nearly complete on the Consolidated Applicant Tracking (CATS) and MAPPER investigative systems. Additional funding and resources need to be identified to address many of the remaining MAPPER systems.

The department's Information Technology Division personnel are supplemented by contractual personnel due to the difficulty of hiring and retaining IT technical staff associated with the highly competitive IT market in Richmond. This has resulted in reliance upon contractual personnel for critical system support and implementation of projects.

Factors Impacting the Current Agency IT

The department has a very complex network that is critical to the operations of law enforcement and other criminal justice agencies across the commonwealth. The Virginia Criminal Information Network (VCIN) provides split second responses to officer queries for wanted persons, stolen vehicles, or criminal history information. In addition, VCIN is the conduit for information at the federal level (Federal Bureau of Investigation, National Law Enforcement Telecommunications System, etc.) and with the other states. Its 24 hours a day, 7 days a week continued and reliable operation is critical not only for officer safety, but for public safety.

The department's network infrastructure is in dire need of replacement by VITA/Northrop Grumman. Transformation has been held up due to legal requirements which mandate the Superintendent of the State Police exercise management control over the Virginia Criminal Information Network (VCIN). These legal requirements are not met by the current Partnership contract. Negotiations have been conducted over the last three years between VSP and the Partnership to determine if transformation can proceed if VSP maintains management control over the system as required by law and federal regulations. Failure to finalize these negotiations and transform the agency's

network poses a significant risk of infrastructure and VCIN failure which would have a catastrophic impact on public and officer safety.

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 National Information Exchange Model (NIEM). It is important to note that the U.S. Department of Justice has mandated the adoption of this standard for states and localities that are competing for federal grants. Major changes are needed to State Police applications to meet these requirements.

Virginia's Enterprise Applications Program is looking at data standards among state agencies to improve communications between agencies and systems. This potentially could conflict with the national information sharing initiatives such as NIEM.

There is also increasing pressure on VSP to provide statewide information sharing services for the criminal justice community in Virginia. This would also include transmission of data to the new FBI N-DEx system for national sharing. There are multiple regional sharing systems in Virginia. It is critical that VSP provide a leadership role in ensuring that information cannot only be shared statewide among these regional and local systems, but also provided at a national level. A major upgrade of VSP systems and expansion of VSP IT personnel will be required to implement and support these services.

The establishment of Virginia's Enterprise Architecture (EA) standards requires that agencies adopt a plan to transition the legacy technologies (e.g. COBOL, MAPPER, etc.) to a more open and modern platform. VSP's chosen platform meets the EA requirements. Procurement of applications that meet these and VSP's requirements will limit the choices available for purchase. Department IT resource limitations are also negatively affecting the rate at which the legacy systems can be replaced.

The lack of funding and resources has delayed the automation of multiple critical administrative systems, such as human resources (which is mostly MAPPER based), accounts receivables, electronic payment processing and inventory. Delaying the replacement of these systems increases the risk of their failure. Recognizing this, the department has started the process of documenting requirements for replacement of these systems.

In addition, the department is not able to take advantage of new technologies (i.e., mobile devices, electronic payments, increased data sharing initiatives, etc.) as they become available due to the large number of legacy conversion projects and the limited IT staff.

Proposed IT Solutions

The department is undertaking a number of information technology projects designed to improve service delivery, increase operational efficiency, and reduce risk. These projects are closely aligned to the department's long range goals, objectives and performance measures. Successful completion of these projects is essential for meeting or exceeding performance measure targets and providing the highest quality of law enforcement service to the citizens of Virginia.

SERVICES TO CITIZENS

In the Services to Citizens category, the department is engaged in a law enforcement line of business. The department intends to transform the following function within this line of business:

Criminal Investigation, Surveillance and Intelligence Gathering—which includes gathering intelligence, collecting evidence required to determine responsibility for a crime, evaluating and analyzing evidence, and/or monitoring and questioning affected parties.

LEAMS

The department has received federal grant funds for the Law Enforcement Activity Management System (LEAMS) project which was initiated in fiscal year 2008. The LEAMS project provides a comprehensive system to support the documentation of criminal investigations and related law enforcement activities and reduces the agency's dependence on burdensome paper-based workflows and difficult-to-change legacy technologies. The federally-funded LEAMS system will ultimately replace multiple legacy MAPPER systems (FACTS, Evidence Tracking, Legal Documents, etc.) that are critical to the department's investigative function. Phase I of LEAMS was implemented in early 2012.

The system makes use of up-to-date technology to upgrade process controls, management oversight, data quality, timeliness, system access, analytical tools, and intra-agency and inter-agency cooperation (Constituent Service and Operational Efficiency issues). In addition, it should be noted that several of the department's performance measures involve the successful completion of criminal investigations. The LEAMS project supports five of the department's objectives, including two key objectives:

- Enhance public safety by investigating and successfully closing cases concerning sex offenders who fail to register in accordance with the Code of Virginia (Key Objective).
- Improve the response to citizens requesting police services to ensure the safety of victims and increase the likelihood of apprehending offenders (Key Objective).
- Enforce all drug laws in Virginia.

- Investigate and solve crimes in Virginia.
- Decrease insurance fraud in Virginia.

This project will facilitate the investigative process and enhance the department's ability to meet or exceed several performance measure targets involving criminal investigations (Strategic Alignment issues).

Virginia Intelligence Management System

In 2005, the Virginia Fusion Center (VFC) was formed within Virginia State Police to focus on counter-terrorism intelligence investigations and analysis. The VFC is a joint operation between VSP and the Virginia Department of Emergency Management (VDEM). VSP currently operates a system for statewide intelligence, Tactical Intelligence Processing System (TIPS). VSP plans to replace and enhance the TIPS system since it is based on proprietary legacy technology (Mapper) and has limited functionality (Constituent Service and Operational Efficiency issues).

The VSP is in the process of procuring a new system, VIMS, through the RFP process. This system will provide the VFC with a means to track, link, and analyze persons, places, things, and events of interest to the VFC. The intelligence management system will import data from a variety of disparate data sources including user input, commercial data sources, government data sources, and the Internet. Non-general funding has been received for replacement of this system. The project supports four of the department's objectives:

- Enhance the ability to proactively address terrorist threats by effectively collecting, analyzing and disseminating terrorism information.
- Enforce all drug laws in Virginia.
- Investigate and solve crimes in Virginia.
- Decrease insurance fraud in Virginia.

This project will facilitate the collection, analysis, and dissemination of intelligence, thereby enhancing the department's ability to meet or exceed several performance measure targets involving intelligence management and criminal investigations (Strategic Alignment issues).

MODE OF DELIVERY

In the Mode of Delivery category, the department is engaged in a Public Goods Creation and Management line of business. The department intends to transform the following two functions within this line of business:

Information Infrastructure Management—which involves the management and stewardship of a type of information by the state government and/or the creation of physical communication infrastructures on behalf of the public in order to facilitate communication. This includes the management of large amounts of information, such as criminal records, the creation of information and data standards relating to a specific type of information, and the creation and management of physical communication infrastructures on behalf of the public.

Regulatory Compliance and Enforcement—which involves the direct monitoring and oversight of a specific individual, group, industry, or community participating in a regulated activity via market mechanisms, command and control features, or other means to control or govern conduct or behavior.

In the Public Goods Creation and Management line of business, the department has received planning approval for two major projects: Replacement and Enhancement of the Central Criminal History (CCH) application and Replacement and Enhancement of the Statewide Incident-Based Reporting System (IBR). The AFIS System Upgrade is a non-major project in this line of business.

Replacement and Enhancement of the Central Criminal History Application

The CCH application is accessed extensively by the criminal justice community to determine an offender's identification and his/her prior criminal record. The current legacy Computerized Criminal History System is more than 30 years old and does not meet Virginia's Enterprise Architecture standards. This system is the sole repository for Virginia's arrests and court dispositions and is relied upon by the entire criminal justice community (law enforcement, courts, Commonwealth attorneys, jails, etc.) for accurate offender information. The CCH System records are based on fingerprint submissions from law enforcement, which ensure the accuracy of the records. In 2004, the CCH System was moved from the Unisys mainframe to a UNIX-based system. Although it runs on a modern hardware environment, it is not able to take advantage of many of the features of that environment because it relies upon a proprietary emulation package to operate. Additionally, because of the older and proprietary features of this system, support personnel are increasingly difficult to find in the marketplace, which further increases risk. Its older architecture makes it difficult to respond to legislative initiatives, prevents needed database enhancements, makes interfaces more difficult and costly to implement, and requires IT staff for routine report generation. Non-general funds have been received for the replacement of this system. Because of the risk associated with the system and the need to respond better to changing business and legislative needs, it is essential that the system be replaced (Constituent Service and Operational Efficiency issues).

Replacement of this system will provide for increased public safety and improved interfaces with other agencies. Ensuring that law enforcement agencies have rapid access to critical criminal justice information, such as investigative cases, sex offender information, crime incident data and criminal history data, increases the likelihood of apprehending offenders. This project is aligned with Goals 3 and 5 in the

COVA IT Strategic Plan. In addition, the CCH system directly supports the following department objectives, including two key objectives:

- Enhance public safety by investigating and successfully closing cases concerning sex offenders who fail to register in accordance with the Code of Virginia (Key Objective).
- Improve the response to citizens requesting police services to ensure the safety of victims and increase the likelihood of apprehending offenders (Key Objective).
- Prevent the illegal sale or purchase of firearms.
- Enhance public safety by making information available to citizens regarding the location of known sex offenders.

Replacement and enhancement of the CCH system is critical for achievement of the department's performance measure targets associated with these objectives (Strategic Alignment issues).

Replacement and Enhancement of the Statewide Incident-Based Reporting System

The IBR replacement project will improve the submission and access of incident and arrest information from local law enforcement agencies. Local agencies throughout Virginia are mandated to report statistical information monthly on incidents and arrests on certain categories of crimes. The department, in turn, provides this data to the National Incident-Based Reporting System (NIBRS) operated by the FBI. The current IBR system is based on transitional technology (COBOL) and relies upon the proprietary emulation software for its operations. The current IBR system is difficult to maintain or enhance because of its design and architecture. Numerous enhancements to this system have been requested including geo-coding of data, and incorporation of an offense tracking number to provide for correlation with other databases. The enhancements will increase the detection of crime trends and aid investigators in determining where to concentrate their efforts. Unfortunately, these enhancements are too costly to implement in the current system environment. Non-general funding has been received for the replacement of this system.

The enhancements will increase the detection of crime trends and aid investigators in determining where to concentrate their efforts (Constituent Service and Operational Efficiency issues). This project directly supports COVA IT Strategic Goals 1, 2 and 3. In addition, the IBR system supports three of the department's objectives, including two key objectives:

- Enhance public safety by investigating and successfully closing cases concerning sex offenders who fail to register in accordance with the Code of Virginia (Key Objective).
-Improve the response to citizens requesting police services to ensure the safety of victims and increase the likelihood of apprehending offenders (Key Objective).
- Investigate and solve crimes in Virginia.

Replacement and enhancement of the IBR system is critical for meeting performance measure targets associated with these objectives (Strategic Alignment issues).

AFIS Upgrade

The AFIS system will be upgraded and refreshed periodically to handle increasing data and transaction volumes and to ensure continued vendor support. The department plans to replace the current AFIS with the new Integra system which will provide greater flexibility in the automated work-flow options and specifications (Constituent Service and Operational Efficiency issues). The new AFIS will provide hardware redundancy which may lead to more robust disaster recovery options. AFIS supports the department's mandate to receive, process and store arrest fingerprints and documents associated with criminal arrest records. Funding is available for this upgrade.

AFIS supports the department's mandate to identify arrestees, maintain their criminal history and manage all documents associated with criminal arrest records. AFIS directly supports the following department objectives, including two key objectives:

- Enhance public safety by investigating and successfully closing cases concerning sex offenders who fail to register in accordance with the Code of Virginia (Key Objective).
- Improve the response to citizens requesting police services to ensure the safety of victims and increase the likelihood of apprehending offenders (Key Objective).
- Investigate and solve crimes in Virginia.

This project will facilitate the investigative process and enhance the department's ability to meet or exceed several performance measure targets involving criminal investigations (Strategic Alignment issues).

MANAGEMENT OF GOVERNMENT RESOURCES

In the Management of Government Resources category, the department is engaged in an Information and Technology Management line of business. The department intends to transform the following function within this line of business:

Telecommunications/Network Management—which involves activities related to managing premises, cabling or equipment that provides voice, video, or other data services. Equipment management includes gathering of requirements for acquisition, setup, use, service quality

monitoring, maintenance, replacement/upgrading and/or charge back.

In the Information and Technology Management line of business, the department is preparing an RFP to acquire an Asset Inventory and Management System (AIMS) for the Statewide Agencies Radio System (STARS) and other communications assets.

STARS Asset Inventory Management System (AIMS)

The STARS Program facilitates the radio and mobile data communications of the department and 21 other participating state agencies. STARS is an integrated, seamless, statewide, wireless voice and data communications system designed to meet the needs of user agencies. The system is shared by agencies engaged in public safety, protection and service; and facilitates interoperability with and between state, local and federal entities.

The Communication Division provides asset and inventory management services to the VSP and STARS participating state agencies. The division is responsible for engineering, installation, operations and maintenance of the land mobile and microwave radio backbone network and engineers, installs, and maintains in-vehicle mobile and portable radios, vehicular computers, cameras, speed enforcement hardware, and license plate reading hardware and software.

STARS requires an efficient and cost-effective asset management system to provide up-to-date inventory and historical tracking of assets to replace the services that were hosted by Motorola (Constituent Service and Operational Efficiency issues). The Motorola services were included as part of the STARS contract but only handle basic functionality. VSP is in the process of issuing an RFP for procurement of an asset tracking system. Funding is available for this system.

The Asset Inventory Management System (AIMS) supports the department's objective to "provide reliable, cost effective, state-of-the-art telecommunication services in support of the statewide networks including STARS and COMLINC." This project will also facilitate the department's ability to meet or exceed performance measure targets related to clearing STARS trouble tickets in a timely manner (Strategic Alignment issues).

Financial Overview

The chief source of funding for the Department of State Police is the general fund. The agency also collects special fund revenue, Highway Maintenance Funds and Federal funds. Funding sources for fiscal year 2014 include:

• General Fund – 79.02 percent
• Dedicated Special Revenue - 4.02 percent
• Special Fund – 10.25 percent
• Highway Maintenance Funds – 2.79 percent
• Federal Funds – 3.91 percent
• Trust Funds - .01 percent

Special Fund Revenue

Revenue received from DMV is calculated at $2 per vehicle registered in the Commonwealth. These funds are used to support the Safety Program.

Revenue generated from the food service provided to students attending the State Police Academy is used to support cafeteria operations.

Cash received from the State Corporation Commission is used to support the Help Eliminate Auto Theft (HEAT) Program, the Insurance Fraud Program, and 24 FTEs transferred to the department during the 1995 Session of the General Assembly.

Other special funds include revenue generated from the sale of concealed weapons permits, revenue generated from the fee charged to perform sex offender registry searches, revenue received from the sale of surplus properties, indirect costs and court awards of seized assets.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	219,399,383	72,321,845	219,399,383	72,321,845
Changes to Base	11,176,398	-9,105,321	12,307,396	-10,804,321
Total	230,575,781	63,216,524	231,706,779	61,517,524

Agency Goals

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

Goal Summary and Alignment

Public safety is essential to the well-being of both citizens and businesses in Virginia. Ensuring the safety and security of citizens and their property is one of the primary responsibilities of state government and is fundamental to achieving the department's mission of providing high quality, statewide law enforcement services to the people of Virginia and our visitors.

Long Term Goal

Protect 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.
Societal Indicator: Crime

- Reduce criminal activity in Virginia.

Goal Summary and Alignment

The reduction of criminal activity is essential for the protection public safety. VSP is committed to both the prevention and investigation of criminal acts. The department provides a thorough and comprehensive investigation of all criminal matters mandated by statute and established Department policy through the Bureau of Criminal Investigation. In addition to investigative efforts, there are a number proactive initiatives in place to reduce crime, including the Insurance Fraud Program, the Help Eliminate Auto Theft (HEAT) Program, Internet Crimes Against Children educational and enforcement programs, and anti-gang educational programs.

Long Term Goal

Protect 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.
Societal Indicator: Crime

- Promote the safe and orderly flow of traffic on Virginia's highways.

Goal Summary and Alignment

The Commonwealth must have a safe and reliable highway system to facilitate the transportation of people and goods. Promoting the safe and orderly flow of traffic on Virginia's highways is necessary to ensure the safety of citizens and their property and to encourage economic growth and tourism in Virginia.

Long Term Goal

Be a national leader in the preservation and enhancement of our economy.
Societal Indicator: Traffic Fatalities

Protect 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.
Societal Indicator: Traffic Fatalities

Ensure that Virginia has a transportation system that is safe, enables easy movement of people and goods, enhances the economy and improves our quality of life.
Societal Indicator: Traffic Fatalities

- Reduce the manufacturing, use, and distribution of illegal drugs.

Goal Summary and Alignment

Illegal drug use is associated with violent criminal behavior and a plethora of social problems. In order to reduce drug-related violence and ensure public safety, the Commonwealth must strive to eliminate illegal drug use in Virginia.

Long Term Goal

Protect 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.
Societal Indicator: Crime

Inspire and support Virginians toward healthy lives and strong and resilient families.
Societal Indicator: Crime

- Provide department resources in support of criminal justice agencies and other entities.

  Goal Summary and Alignment

  State and local governments have limited resources to devote to public safety. The Department of State Police has an array of specialized enforcement and investigative resources. In order to make the most effective use of these resources, the Department of State Police is committed to providing available resources to other law enforcement agencies requesting assistance.

  Long Term Goal

  Protect 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.
  Societal Indicator: Crime

- Enhance the safety and security of all department personnel.

  Goal Summary and Alignment

  The provision of public safety services is a hazardous role that requires extensive training. The Department of State Police is committed to ensuring that its employees are well-trained and provided with the highest level of protective equipment.

  Long Term Goal

  Protect 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.
  Societal Indicator: Crime

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

  Goal Summary and Alignment

  State agencies are the stewards of Virginia's resources. It is incumbent upon each agency to effectively manage these resources. The Department of State Police is committed to using its resources effectively and efficiently. Innovative equipment and procedures are routinely studied to maximize the effectiveness of department resources and operations. Where possible, department personnel and equipment are used to support other law enforcement agencies in their operations.

  Long Term Goal

  Be recognized as the best-managed state in the nation.
  Societal Indicator: Government Operations

Programs and Service Areas for Agency

- 30201:   Information Technology Systems and Planning
- 30203:   Criminal Justice Information Services
- 30204:   Telecommunications and Statewide Agencies Radio System (STARS)
- 30206:   Firearms Purchase Program
- 30207:   Sex Offender Registry Program
- 30208:   Concealed Weapons Program
- 31001:   Aviation Operations
- 31002:   Commercial Vehicle Enforcement
- 31003:   Counter-Terrorism
- 31004:   Help Eliminate Auto Theft (HEAT)
- 31005:   Drug Enforcement
- 31006:   Crime Investigation and Intelligence Services
- 31007:   Uniform Patrol Services (Highway Patrol)
- 31008:   Motorists Assistance Program
- 31009:   Insurance Fraud Program
- 31010:   Vehicle Safety Inspections
- 399:   Administrative and Support Services

Customers

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Employer/ Business Owner	Businesses	230,343	230,343	Increase
Local or Regional Government Authorities	Federal, State, and Local Criminal Justice Agencies	18,000	18,000	Stable
Employer/ Business Owner	Inspection Stations	4,409	4,409	Increase
Resident	Virginia Citizens	8,001,024	8,001,024	Increase
Local or Regional Government Authorities	Virginia Courts	360	360	Stable
Local or Regional Government Authorities	Virginia Law Enforcement Agencies	314	314	Stable
State Agency(s),	State agencies	43	43	Stable
Tourist	Visitors to Virginia	6,319,000	6,319,000	Increase

Key Risk Factors

In order to accommodate increased workload, VSP must increase BFO staffing to levels recommended by the approved staffing model. VSP needs to fill all vacant sworn positions and establish 290 additional trooper positions and 27 sergeant positions. Personnel needs in BCI are also critical. An analysis of staffing needs in this bureau indicates that at least 43 additional special agents and 13 additional first sergeants are needed to accommodate current workload.

The Department cannot accomplish its mission without adequate levels of support personnel. Additional support personnel are urgently needed to perform critical operational and administrative functions.

Emerging issues in public safety necessitate additional manpower resources. These issues include gang violence, methamphetamine production and distribution, high technology crimes, and Internet crimes against children. There is also an increased demand for computer forensic services.

VSP is also struggling with budget constraints. For example, VSP is budgeted to procure gasoline at $1.19 per gallon; but pays approximately $3.00 per gallon. In addition, the availability of grant funds to support critical programs is decreasing. Soon VSP must decide whether to fund or discontinue these projects.

Current information technology staffing levels are insufficient to manage current projects, to maintain 50 existing applications, and to replace outdated legacy systems. Vital systems maintained by VSP include the Computerized Criminal History System, the Automated Fingerprint Identification System, and the Hot Files System, which is accessed by other law enforcement agencies through the Virginia Criminal Information Network (VCIN). These systems are essential for both public safety and officer safety.

VITA/Northrop Grumman transformation has been held up due to legal requirements that mandate the Superintendent exercise management control over VCIN. Negotiations have been conducted over the last three years to resolve this issue. Failure to finalize these negotiations and transform the network poses a significant risk of infrastructure and VCIN failure which would adversely impact public and officer safety.

Products and Services

- Information Technology Systems
- Criminal Justice Information Services
- Telecommunications and the Statewide Agencies Radio System
- Firearms Transaction Program
- Sex Offender Registry Program
- Concealed Weapon Program
- Aviation Operations
- Commercial Vehicle Enforcement
- Counter-Terrorism
- Help Eliminate Auto Theft Program
- Drug Enforcement
- Criminal Investigation and Intelligence Services
- Uniform Patrol Services

- Insurance Fraud Program
- Vehicle Safety Inspections
- Administrative and Support Services

Trends

Rankings & Customer Trends

The population in Virginia is growing and changing. From 2000 to 2010, the population in Virginia increased 13 percent, from 7,078,515 to 8,001,024. With this growth, the numbers of licensed drivers, registered vehicles, and vehicle miles traveled also increased. As the state has grown, so has the demand for law enforcement services.

Other demographic changes will also impact the department and its operations. Certain minority populations in Virginia are increasing. In 2000, the Hispanic population accounted for 4.7 percent of the total population while the Asian population made up 4.3 percent. In 2010, these figures increased to 7.9 percent and 6.5 percent respectively. Many of these persons do not speak English. VSP will need to prepare itself to provide law enforcement services to these growing populations.

The aging of the Baby Boom generation will also create new challenges for VSP. From 2000 to 2010, the number of Virginians 65 years and older increased to 12.2 percent of the population. 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.

Trend Name	Trend Area
Population	Increase
Technology	Increase
Intelligence Needs	Increase

Performance Highlights: Service Performance & Productivity Initiatives

Protecting the citizens of Virginia from known sex offenders is a critical public safety function. After sex offenders are released from prison, they must register with the state and notify officials regarding their new address within ten days of any move. The accuracy of the registry relies on sex offenders complying with Title 9.1. In order to ensure that these sex offenders comply with the provisions of Title 9.1, the department physically verifies the accuracy of information being furnished by these individuals. VSP enhances public safety by investigating and successfully closing cases concerning sex offenders who fail to register in accordance with the Code of Virginia. In fiscal year 2012, VSP met or exceeded the 89.3 percent closure rate target.

In late 2012, VSP conducted a citizen survey to determine the level of customer satisfaction with department operations. While the percentage of respondents who rated the overall quality of service as "Excellent" or "Very Good" increased from 82.7 percent in 2011 to 83.3 percent in 2012, the results were slightly lower than the performance measure target of 83.8 percent.

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. In the third quarter of fiscal year 2013, the average response time to emergency calls was 15.4 minutes, better than the 17.0 minute target.

Management Discussion & Analysis

Future Direction, Expectations, and Priorities

VSP is committed to enhancing public safety in the Commonwealth. The elimination of criminal gangs and associated violent crime is an essential part of this mission. The department's anti-gang initiatives focus on investigation and enforcement, support to criminal justice partners, and community outreach. Partnerships with other state agencies and local criminal justice agencies have yielded impressive results. Partners include the Departments of Corrections, Alcoholic Beverage Control and Juvenile Justice, local and federal law enforcement agencies, probation and parole officers and Commonwealth's attorneys. VSP will continue to commit significant resources to this initiative to protect citizens and to divert youth from membership in criminal gangs.

VSP has traditionally been associated with traffic safety, particularly on interstate highways. The department is committed to reducing interstate traffic fatalities by two percent each year. Fatality reduction efforts include selective enforcement projects, with an emphasis on speed, DUI and occupant restraint violations. VSP also uses directed patrol to effectively combat violations in problem areas based on

citizen complaints and analysis of enforcement and crash data. Traffic safety initiatives include safety presentations to schools and citizen groups and a variety of innovative programs. For example, one traffic safety program involves the use of a DUI simulator, as well as the Fatal Vision Goggles to demonstrate the dangers of drunk driving and texting while driving. Over the years, VSP has developed strong relationships with other agencies committed to enhancing highway safety. VSP participates in a number of regional traffic safety committees throughout the state. Participants in these groups include the Department of Transportation, the Department of Emergency Management, local law enforcement agencies, and fire and medical first responders.

30201: Information Technology Systems and Planning

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 Sex Offender Registry System, the Sex Offender Verification (SOV) System, the Firearms System, the Background Check (VCheck) System, the Master Name Index (MNI) System, the Motor Vehicle Inspection Program (MVIP), and the Incident-Based Reporting System (IBR).

Mission Alignment and Authority

This service area is closely aligned with six goals in the department's strategic plan: (1) promoting the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) reducing the manufacture, use and distribution of illegal drugs; (4) providing department resources in support of criminal justice agencies and other entities; (5) enhancing the safety and security of all department personnel; and (6) reducing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC1902000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC5200000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+4.1-103.1
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+15.2-1718
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC1802000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+54.1-4200
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+58.1-4008
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC0901000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+54.1-3405

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Resident	Out of State Citizens	0	0	
Employer/ Business Owner	Businesses	230,343	230,343	
Parolee	Sex Offenders	18,045	18,045	
Wholesale/Retail Trade	Gun Dealers	1,787	1,787	
Employer/ Business Owner	Entities Registered for community notification of sex offenders	13,870	13,870	
Retirees	Retired Law Enforcement Personnel	4,799	0	
State Government Employee	Department Employees	2,829	2,829	
Local or Regional Government Authorities	Federal, State, and Local Criminal Justice Agencies	18,000	18,000	

Factors Impacting the Products and/or Services

The department has a very complex network that is critical to the operations of law enforcement and other criminal justice agencies across the commonwealth. The Virginia Criminal Information Network (VCIN) provides split second responses to officer queries for wanted persons, stolen vehicles, or criminal history information. In addition, VCIN is the conduit for information at the federal level (Federal Bureau of Investigation, National Law Enforcement Telecommunications System, etc.) and with the other states. Its 24 hours a day, 7 days a week continued and reliable operation is critical not only for officer safety, but for public safety.

The department's network infrastructure is in dire need of replacement by VITA/Northrop Grumman. Transformation has been held up due to legal requirements which mandate the Superintendent of the State Police exercise management control over the Virginia Criminal Information Network (VCIN). These legal requirements are not met by the current Partnership contract. Negotiations have been conducted over the last three years between VSP and the Partnership to determine if transformation can proceed if VSP maintains management control over the system as required by law and federal regulations. Failure to finalize these negotiations and transform the agency's network poses a significant risk of infrastructure and VCIN failure which would have a catastrophic impact on public and officer safety.

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 National Information Exchange Model (NIEM). It is important to note that the U.S. Department of Justice has mandated the adoption of this standard for states and localities that are competing for federal grants. Major changes are needed to State Police applications to meet these requirements.

Virginia's Enterprise Applications Program is looking at data standards among state agencies to improve communications between agencies and systems. This potentially could conflict with the national information sharing initiatives such as NIEM.

There is increasing pressure on Virginia State Police (VSP) to provide for statewide information sharing services from the criminal justice community in Virginia. This would also include transmission of data to the new Federal Bureau of Investigation (FBI) National Data Exchange (N-DEx) system for national sharing. There are multiple regional sharing systems being implemented in Virginia. It is critical that VSP provide a leadership role in ensuring that information cannot only be shared statewide among these and local systems, but be provided at a national level. A major upgrade of VSP systems and expansion of VSP IT personnel will be required to implement and support these services.

The establishment of Virginia's Enterprise Architecture (EA) standards requires that agencies adopt a plan to transition the legacy technologies (e.g. COBOL, Mapper, etc.) to a more open and modern platform. VSP's chosen platform (Oracle, Java/JEE, Websphere, Solaris operating system) meets the EA requirements. Procurement of applications that meet these requirements, however, will limit the choices available for purchase.

The uncertainty of the status of Virginia's Enterprise Applications and the lack of funding has delayed the automation of multiple critical administrative systems such as Human Resources (which is mostly Mapper based), Accounts Receivables, and Inventory and Asset Management systems. Delaying the replacement of these systems increases the risk of their failure.

The VITA/NG partnership has greatly increased the operational costs and complexity of management of the network, Exchange servers, and PC operations. It takes VSP personnel longer to resolve issues, renew maintenance support, and procure equipment and software. It has also required more oversight time on the part of IT management. It is critical that VITA/NG be responsive to the department's network and PC procurement and support needs by providing high quality, affordable and timely service to all department offices located throughout the Commonwealth.

Anticipated Changes to the Products and/or Services

The department is undertaking a number of information technology projects designed to improve service delivery, increase operational efficiency, and reduce risk. These projects are closely aligned to the department's long range goals, objectives and performance measures. Successful completion of these projects is essential for meeting or exceeding performance measure targets and providing the highest quality of law enforcement service to the citizens of Virginia.

LAW ENFORCEMENT ACTIVITY MANAGEMENT SYSTEM (LEAMS)

The department has received federal grant funds for the Law Enforcement Activity Management System (LEAMS) project which was initiated in FY2008. The LEAMS project provides a comprehensive system to support the documentation of criminal investigations and related law enforcement activities and reduces the agency's dependence on burdensome paper-based workflows and difficult-to-change legacy technologies. The federally-funded LEAMS system will ultimately replace multiple legacy Mapper systems (FACTS, Evidence Tracking, Legal Documents, etc.) that are critical to the department's investigative units. Phase 1 of LEAMS was implemented in early 2012.

CENTRAL CRIMINAL HISTORY APPLICATION

The CCH application is accessed extensively by the criminal justice community to determine an offender's identification and his/her prior criminal record. The current legacy Computerized Criminal History System is more than 30 years old and does not meet Virginia's Enterprise Architecture standards. This system is the sole repository for Virginia's arrests and court dispositions and is relied upon by the entire criminal justice community (law enforcement, courts, Commonwealth attorneys, jails, etc.) for accurate offender information. The CCH System records are based on fingerprint submissions from law enforcement, which ensure the accuracy of the records. In 2004, the CCH System was moved from the Unisys mainframe to a UNIX based system. Although it runs on a modern hardware environment, it is not able to take advantage of many of the features of that environment because it relies upon a proprietary emulation package to operate. Additionally, because of the older and proprietary features of this system, support personnel are increasingly difficult to find in the marketplace, which further increases risk. Its older architecture makes it difficult to respond to legislative initiatives, prevents needed database enhancements, makes interfaces more difficult and costly to implement, and requires IT staff for routine report generation. Because of the risk associated with the system and the need to respond better to changing business and legislative needs, it is essential that the system be replaced.

Replacement of this system will provide for increased public safety and improved interfaces with other agencies. Ensuring that law enforcement agencies have rapid access to critical criminal justice information, such as investigative cases, sex offender information, crime incident data and criminal history data, increases the likelihood of apprehending offenders.

STATEWIDE INCIDENT-BASED REPORTING SYSTEM (IBR)

The IBR replacement project will improve the submission and access of incident and arrest information from local law enforcement agencies. Local agencies throughout Virginia are mandated to report statistical information monthly on incidents and arrests on certain categories of crimes. The department, in turn, provides this data to the National Incident-Based Reporting System (NIBRS) operated by the FBI. The current IBR system is based on transitional technology (MFCOBOL) and relies upon the proprietary emulation software for its operations. The current IBR system is difficult to maintain or enhance because of its design and architecture. Numerous enhancements to this system have been requested, including reporting of data to the FBI's N-DEx system, geo-coding of data, and incorporation of an offense tracking number to provide for correlation with other databases. Unfortunately, these enhancements are too costly to implement in the current system environment. The enhancements will increase the detection of crime trends and aid investigators in determining where to concentrate their efforts.

VIRGINIA INTELLIGENCE MANAGEMENT SYSTEM

In 2005, the Virginia Fusion Center (VFC) was formed within Virginia State Police to focus on counter-terrorism intelligence investigations and analysis. The VFC is a joint operation between VSP and the Virginia Department of Emergency Management (VDEM). VSP currently operates a system for statewide intelligence, the Tactical Intelligence Processing System (TIPS). The department plans to replace and enhance the TIPS system since it is based on proprietary legacy technology (Mapper) and has limited functionality.

The department is in the process of drafting a Request for Proposal (RFP) to procure an intelligence management software system that can provide the VFC with a means to track, link, and analyze persons, places, things, and events of interest to the VFC. The intelligence management system will import data from a variety of disparate data sources including user input, commercial data sources, government data sources, and the Internet.

STARS ASSET INVENTORY MANAGEMENT SYSTEM (AIMS)

The STARS Program facilitates the radio and mobile data communications of the department and 21 other participating state agencies. STARS is an integrated, seamless, statewide, wireless voice and data communications system designed to meet the needs of user agencies. The system is shared by agencies engaged in public safety, protection and service; and facilitates interoperability with and between state, local and federal entities.

The Communication Division provides asset and inventory management services to the VSP and STARS participating state agencies. The division is responsible for engineering, installation, operations and maintenance of the land mobile and microwave radio backbone network and engineers, installs, and maintains in-vehicle mobile and portable radios, vehicular computers, cameras, speed enforcement, and license plate reading hardware and software.

AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (AFIS)

The AFIS system needs to be upgraded and refreshed periodically to handle increasing data and transaction volumes and to ensure continued vendor support. The department plans to replace the current AFIS with a state-of-the-art system with greater flexibility in the automated work-flow options and specifications. The new AFIS will provide hardware redundancy which may lead to more robust disaster recovery options. AFIS supports the department's mandate to manage all documentation associated with criminal arrest records.

COMPUTER-AIDED DISPATCH AND MOBILE SERVER SYSTEMS

The department is in the process of enhancing the Computer-Aided Dispatch (CAD) and Mobile Server Systems (MSS) to send, receive, and process geographical coordinates between the CAD systems and the mobile users. The department is deploying the Automatic Vehicle Locator (AVL) and Global Positioning System (GPS) to enhance officer safety and allow the department to track criminal and traffic trends using a geo-spatial system.

Listing of Products and / or Services

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

Financial Overview

The primary source of funding for the Information Technology and Planning Service Area is from the general fund. In addition to the general fund, $590,000 is transferred to the Department of State Police from the Department of Motor Vehicles (DMV) 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. The most significant expense in this area is salary and related benefits.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	8,375,284	6,100,000	8,375,284	6,100,000
Changes to Base	1,372,369	-3,586,000	1,788,782	-4,958,500
Total	9,747,653	2,514,000	10,164,066	1,141,500

Objectives for this Service Area

Objectives for this Service Area

Objective
Maintain the Live Scan network for the efficient electronic submission of criminal and civil transactions

Description
The department's Live Scan network electronically captures and transmits arrest and fingerprint information to the State Police and the FBI. During 2011, criminal arrest records were received and processed from 270 unique Live Scan units throughout the state. Likewise, correctional records, on inmates and probation/parolees, were received and processed from 58 Live Scan units. Over 97 percent of the criminal and correctional transactions processed during 2011 were received through Live Scan. During 2011, civil submissions were received and processed from a total of 338 unique Live Scan units; some of these being criminal justice units also used for the purposes of submitting criminal background checks for concealed weapons permits, criminal justice applicants and others. Approximately 80 percent of the civil transactions processed during 2011 were received through Live Scan.

Objective Strategies
- Monitor information technology operations to ensure operational effectiveness.
- Seek additional funding to augment personnel in the Information Technology Division.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Reduce criminal activity in Virginia.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Reduce the manufacturing, use, and distribution of illegal drugs.
- Provide department resources in support of criminal justice agencies and other entities.
- Enhance the safety and security of all department personnel.

Measures

- Percentage of criminal transactions submitted through the Live Scan network

  Measure Class Other Agency   Measure Type Outcome   Preferred Trend Stable   Frequency Quarterly

  Data Source and Calculation

  The number of criminal transactions submitted through the Live Scan network is divided by the total number of criminal transactions for the quarter.

- Percentage of civil transactions submitted through the Live Scan network

  Measure Class Other Agency   Measure Type Outcome   Preferred Trend Stable   Frequency Quarterly

  Data Source and Calculation

  The number of civil transactions submitted through the Live Scan network is divided by the total number of civil transactions for the quarter.

30203: Criminal Justice Information Services

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, Blue Alert, and Senior Alert systems is also coordinated by the Criminal Justice Information Service Area.

Mission Alignment and Authority

This service area is closely aligned with six goals in the department's strategic plan: (1) promoting the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) reducing the manufacture, use and distribution of illegal drugs; (4) providing department resources in support of criminal justice agencies and other entities; (5) enhancing the safety and security of all department personnel; and (6) reducing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC09010000001000000000000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC1802000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC1902000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC5200000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC54010000042000000000000
http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+58.1-4008

Customers for this Service Area

Anticipated Changes to Customers Base

The Virginia Criminal Information Network (VCIN) staff is responsible for the administrative operation of VCIN which incorporates the application process, access, training, technical revision and audit of over 32,000 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.

Live Scan is an integrated booking system that electronically captures, prints, and transmits fingerprints and data. In recent years, the number of Live Scan transactions has increased significantly. In 2011, more than 284,000 arrest fingerprints were electronically transmitted to State Police from local law enforcement agencies. This represents 97 percent of the arrest volume in Virginia. Approximately 90 percent of the arrests received electronically at State Police were processed without human intervention.

In 2011, over 180,000 applicant prints were processed through the automated applicant system, which reduces the turnaround time from months to days. Eighty percent of these applicant requests were initiated at Live Scan devices and were processed with minimal human intervention.

In 2011, the Live Scan Network was expanded to over 500 systems in 212 law enforcement agencies and 338 civil applicant agencies. The number of Live Scan transactions is guaranteed to increase as additional units are deployed to new agencies. In addition, the department is actively working with local agencies and our offices to plan for the submission of an increasing volume of non-criminal justice fingerprints. This includes the electronic submission of fingerprints for criminal history checks, sex offender registration, and employment background checks in specific fields.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Resident	Out of State Citizens	0	0	
Employer/ Business Owner	Businesses	230,343	230,343	
Local or Regional Government Authorities	Virginia Courts	360	360	
Local or Regional Government Authorities	Out of State Courts	0	0	
Local or Regional Government Authorities	Federal, State, and Local Criminal Justice Agencies	18,000	18,000	

Products and Services

Factors Impacting the Products and/or Services

The increased demand for VCIN audits and other oversight functions is overwhelming personnel resources and degrading quality of service. The technical audits are becoming more important with the proliferation of wireless devices accessing VCIN. Additionally, the CJIS Division is having challenges meeting the requirements to ensure that Non-Criminal Justice Interface (NCJI) and Incident-Based Reporting (IBR) agencies are in compliance. There are federal requirements for IBR audits and the department is not currently able to conduct any of these audits. The department needs to conduct IBR audits of 286 reporting agencies over a three-year period. With 286 reporting agencies, the department would need to conduct approximately two audits per week. In addition, there are over 32,000 VCIN operators who need to be recertified every two years; this recertification is required by federal mandate. Additional analysts are also needed to perform VCIN and NCJI audits and to conduct operator training.

Inadequate staffing is adversely impacting operations in other areas, including the Firearms Transaction Center, the Virginia Criminal Information Network and the visitor reception area at State Police headquarters.

Anticipated Changes to the Products and/or Services

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. With 286 reporting agencies, one new position would be needed to conduct federally mandated audits. 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 proposed a number of new projects that impact products and services of the Criminal Justice Information Service Area, including Replacement and Enhancement of the Central Criminal History (CCH) application, Replacement and Enhancement of the Statewide Incident-Based Reporting System (IBR), and Improvement of the Central Criminal Repository and Support Systems.

The CCH application is accessed extensively by the criminal justice community to determine an offender's identification and his/her prior criminal record. Law enforcement agencies throughout Virginia, in addition to the Supreme Court and the Department of Corrections, are interfaced with this system. Public and private entities rely upon criminal history information in employment and other types of applicant checks. Enhancements to this system will provide for increased public safety and improved interfaces with the other agencies.

The IBR replacement project will improve the submission and access of incident and arrest information from local law enforcement agencies. It will increase the detection of crime trends and aid investigators in determining where to concentrate their efforts.

Listing of Products and / or Services

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

- Activation of the Senior Alert System
- Fingerprinting services - Non-Criminal
- Maintenance of the Machine Gun Registry
- Maintenance of the Sex Offender Registry
- Maintenance of the Firearms Transaction Center
- Activation of the Blue Alert System
- Statewide point-of-contact for the National Instant Check System (NICS)

Financial Overview

Funding for the Criminal Justice Information Service Area 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	7,174,066	1,191,059	7,174,066	1,191,059
Changes to Base	-299,013	0	-299,013	0
Total	6,875,053	1,191,059	6,875,053	1,191,059

Objectives for this Service Area

Objectives for this Service Area

Objective
Enhance efficiency and effectiveness of criminal justice agencies and improve officer safety and public safety by ensuring the availability of VCIN.

Description
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.

Objective Strategies
- Improve the Central Criminal Repository and Support Systems.
- Replace and enhance the Central Criminal History Application.
- Replace and enhance the Crimes Against Minors and Sex Offender Registry.
- Replace and enhance the Statewide Incident-Based Reporting System.
- Seek funding to augment support personnel in the Criminal Justice Information Services Division.
- Upgrade the Automated Fingerprint Identification System (AFIS).

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Reduce criminal activity in Virginia.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Reduce the manufacturing, use, and distribution of illegal drugs.
- Provide department resources in support of criminal justice agencies and other entities.
- Enhance the safety and security of all department personnel.

Measures

- The percentage of time each year the Virginia Criminal Information Network (VCIN) is available

  Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Quarterly

  Data Source and Calculation

  The Engineering Section of the Information Technology Division logs VCIN down time in minutes. Using down time, VSP will calculate the percentage of time each quarter VCIN is available for queries and responses.

30204: Telecommunications and Statewide Agencies Radio System (STARS)

Description

The Telecommunications and STARS Service Area is responsible for radio maintenance, dispatch services, microwave/land mobile radio network upgrading and maintenance, telephone installation and maintenance, as well as the support of 21 STARS participating state agencies' communications requirements.

The department's Communications Division is responsible for engineering, installation, operations, and maintenance of all wireline and wireless telecommunications services for VSP and land mobile radio and mobile data service for the 21 user agencies of the STARS network. This responsibility includes compliance with requirements of the Federal Communications Commission (FCC), the Federal Aviation Administration (FAA) and the Environmental Protection Agency (EPA). Functions include providing cellular and wireless data, equipment and services, installing, repairing and maintaining radio towers and associated antenna systems, backup power systems, and providing communications support for special events and emergencies.

The Statewide Agencies Radio System (STARS) Program was originally conceived to be an upgrade to the Virginia State Police's aging 1977 land mobile radio system. As planning progressed, the project evolved into a shared network composed of VSP and the 21 state agencies that use two-way radio communications and mobile data for public safety and public service as part of their operational needs. The implementation phase of STARS was completed on December 31, 2011. STARS is one of the first statewide systems to employ P25 standardized digital trunked technology in the VHF 150 MHz band. STARS is also 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 mobile data communications. Virginia now has statewide voice and mobile data coverage.

Mission Alignment and Authority

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) reducing the manufacture, use and distribution of illegal drugs; (4) providing department resources in support of criminal justice agencies and other entities; (5) enhancing the safety and security of all department personnel; (6) continually seeking and implementing ways to deliver the most cost-effective and efficient law enforcement services possible; and (7) reducing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+52-16

Customers for this Service Area

Anticipated Changes to Customers Base

Commonwealth Link to Interoperable Communications (COMLINC) – Current and Anticipated Customer Base

The Commonwealth Link to Interoperable Communications (COMLINC) network allows dispatchers at local, state, and federal agencies to establish interoperable communications patches within and between their jurisdictions to other jurisdictions with disparate radio systems. For example, a sheriff's department will be able to patch to the fire department regardless of the frequencies used by each agency. Patches can also be used to establish dispatcher conferences. By using COMLINC, the practice of calling by phone to establish a patch is no longer required. Instead, each dispatcher initiates the patch themselves at their COMLINC console. COMLINC also provides instant recall of recorded audio. It allows monitoring of the interoperability patched activities and associated operations. For agencies requiring end-to-end encryption, COMLINC allows Advanced Encryption Standard (AES) encryption to pass over the network. Thus, when agencies are operating on AES-encrypted subscriber radios, end-to-end encryption will occur between the radio users. COMLINC is APCO Project 25 compliant.

There are currently 140 COMLINC sites in the Commonwealth of Virginia. The Department of State Police currently provides maintenance and configuration management support for 123 of these sites consisting of:

- Local Public Safety Answering Points (PSAPS) and Command Posts
- Virginia Department of State Police Dispatch Centers and Command Posts
- Virginia Department of Transportation
- Virginia Department of Health

- Virginia Department of Emergency Management
- Virginia Army National Guard
- Department of Homeland Security Mount Weather
- State Universities
- Other Federal Agencies

The following number of localities, by VSP division, do not have COMLINC:

- Division 1 (Richmond) - 2
- Division 2 (Culpeper) - 0
- Division 3 (Appomattox) - 1
- Division 4 (Wytheville) - 3
- Division 5 (Chesapeake) - 21
- Division 6 (Salem) - 13
- Division 7 (Fairfax) - 8

Of these, most chose not to participate in the program. It is the goal of the Virginia State Police to eventually expand COMLINC to all locations. COMLINC will continue to be expanded statewide as additional funding can be obtained. The utilization and expansion of this technology will greatly increase the department's customer base.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Local or Regional Government Authorities	Virginia Law Enforcement Agencies	314	314	
State Government Employee	Department Employees	2,829	2,829	
Local or Regional Government Authorities	STARS Agencies	21	21	
Local or Regional Government Authorities	Commissions/Authorities	2	2	

Products and Services

Factors Impacting the Products and/or Services

The implementation of STARS has had a significant impact on workload in the Communications Division. This program has added many features and contributes to the public safety and quality of life for the citizens of Virginia. To support and maintain the telecommunications infrastructure and the COMLINC sites, the department requires additional resources. The efforts and efficiency of the current communications staff are critical to the operations of the State Police and the additional 21 state agencies that are supported. The STARS User Agency Requirements Committee (UARC) unanimously requested the State Police to be the sole service provider. This has significantly reduced overall costs to the Commonwealth and provides consistent, high-quality engineering, installation, and maintenance services. Twenty-eight additional positions have been added to the Communications Division to maintain the STARS network.

The VSP Garage has seen significant increases in the amount of equipment installed in department vehicles, such as in-car videos, mobile computer terminals and license plate readers. The implementation of STARS has also impacted the installation time required to equip a patrol vehicle. These increased demands have made it difficult for the garage staff to keep up with the demands for new replacement vehicles for the field. In order to accommodate current workload, the department has added six positions to the garage staff. In addition, the Office of Performance Management and Internal Controls conducted a study of garage operations and long-term maintenance requirements for the STARS equipment. In order to provide maintenance of STARS equipment for the department and 21 STARS agencies, the department has constructed a new garage building with sufficient space to meet current and future demands. By adding the STARS agencies, the number of vehicles serviced has increased from approximately 2,400 department vehicles to a total of 5,000 vehicles.

Anticipated Changes to the Products and/or Services

Since the implementation of STARS, the mobile data requirements for the Department of State Police and the STARS law enforcement agencies have changed. The Integrated Voice and Data (IV&D) Network cannot keep pace with a mobile Internet-centric information environment. The STARS IV&D network cannot efficiently transmit legal documents, DMV photographs, Amber Alert photographs, nor will it support an over-the-air Records Management System (RMS). STARS law enforcement mobile data users are being equipped with Verizon Air Cards to provide the required capacity to support sending photographs and RMS files over the air. The Verizon cards will provide the

primary mobile data transport with the IV&D mobile data as secondary where Verizon coverage is unavailable, as may be the case during a significant disastrous event.

The STARS mobile data network is being enhanced to provide encrypted storage and transport of data, and multi-factor authentication mandated by federal standards.

Listing of Products and / or Services

- Wireless radio communications services
- Wireline telephone communications services
- Internal microwave telephone communications services
- Mobile data services
- Engineering, installation and maintenance of all infrastructure and vehicular hardware and software
- Engineering, installation and maintenance of all towers, including heating, ventilation, air conditioning (HVAC) and backup power maintenance
- Network operations support through the STARS NOC
- Call taking, dispatching services, and generation of trouble tickets

Financial Overview

The primary source of funds for the Telecommunications and STARS Service Area is provided by the general fund. In addition to the general fund, $310,000 is transferred to the Department of State Police from the Department of Motor Vehicles in support of data lines. 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 replaced and enhanced the State Police radio system.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	20,251,087	5,926,000	20,251,087	5,926,000
Changes to Base	0	0	0	0
Total	20,251,087	5,926,000	20,251,087	5,926,000

Objectives for this Service Area

Objectives for this Service Area

Objective
To provide reliable, cost effective, state-of-the-art telecommunication services to support statewide networks including STARS and COMLINC.

Description
Under the command of the Communications Officer, the Division designs, installs, operates, and maintains land mobile radios, vehicle computers, microwave radios, integrated flood warning systems, and private telephone networks. The Division engineers, maintains, and operates the Statewide Agencies Radio System (STARS) which was completed in 2010. The Statewide Agencies Radio System includes 155 communications sites, to include 35 microwave-only sites, 57 STARS land mobile radio sites, 20 dispatch centers, 39 area offices, and 4 legacy microwave sites. This responsibility includes compliance with requirements of the Federal Communications Commission (FCC), the Federal Aviation Administration (FAA) and the Environmental Protection Agency (EPA).

Objective Strategies
- Calibrate test equipment and certify tuning forks.

- Deploy a maintenance team within each field division for mobile and fixed communications equipment for VSP and all 21 public safety and public service agencies participating in the STARS network.

- Deploy and operate emergency transportable wireless communications.

- Engineer, install and maintain STARS in-vehicle mobile subscriber equipment.
- Engineer, maintain and operate the STARS infrastructure, including radio towers, obstruction lighting, antennas, transmission lines, facility grounding and emergency power plants.
- Install and maintain telephone equipment and other telecommunications equipment at State Police administrative headquarters.
- Install field communications equipment at remote sites and area offices.
- Maintain mobile data computer terminals, software, and automatic vehicle location (AVL).
- Maintain mobile radios, portable radios, and vehicular repeaters.
- Maintain speed enforcement and in-car camera systems.
- Manage the STARS network through the STARS Network Operations Center (NOC).
- Manage, operate and maintain the Computer-Aided Dispatch (CAD) / Management Information System (MIS) / Mobile Switch System (MSS) / STARS Data Systems.
- Provide design, engineering, maintenance, and technical support for the Commonwealth Link to Interoperable Communications (COMLINC) project.
- Provide pagers, cellular and wireless data equipment and services.
- Provide radio frequency analysis and FCC licensing for the department.
- Serve as liaison with the Association of Public Safety Communications Officials (APCO), providing licensing assistance for public safety agencies throughout the commonwealth.
- Serve on the Statewide Interdepartmental Radio System (SIRS) Board and the Virginia Statewide Interoperability Executive Committee (SIEC).

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Reduce criminal activity in Virginia.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Reduce the manufacturing, use, and distribution of illegal drugs.
- Provide department resources in support of criminal justice agencies and other entities.
- Enhance the safety and security of all department personnel.
- Continually seek and implement ways to deliver the most cost-effective and efficient law enforcement services possible.

Measures
- Average time required to respond to and correct Statewide Agencies Radio System (STARS) and Commonwealth Link to Interoperable Communications (COMLINC) trouble calls

Measure Class | Other Agency   Measure Type | Output   Preferred Trend | Decrease   Frequency | Quarterly

Data Source and Calculation

Trouble calls from STARS users are documented by the STARS NOC and include the time the call was received and the time the problem was corrected. The response time for the call is the time between the initial receipt of the call and the time the problem is corrected and closed by the STARS NOC. The time format is in days. The data is captured and stored in the department's trouble ticketing system. Each quarter, the system is queried and the resulting data is transferred to an Excel spreadsheet for analysis. To calculate the average time, the total response time for the quarter is divided by the total number of calls for the quarter.

30206: Firearms Purchase Program

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 a 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).

Mission Alignment and Authority

The Firearms Purchase 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.

Source of Authority Links

| http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC5200000 |
| http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC18020000007000000000000 |
| http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+37.2-819 |

Customers for this Service Area

Anticipated Changes to Customers Base

The workload in the Firearms Transaction Center has increased since the program's inception. In 2000, 182,170 firearm transactions were conducted. In 2011, 321,166 firearm transactions were conducted, which constitutes a 76 percent increase in transactions since 2000.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Resident	Out of State Citizens	7,000	0	
Wholesale/Retail Trade	Gun Dealers	1,787	1,787	

Products and Services

Factors Impacting the Products and/or Services

The workload in the Firearms Transaction Center continues to increase; however, staffing levels have increased as the program is now funded through the General Fund.

Anticipated Changes to the Products and/or Services

The agency does not anticipate changes to the projects and/or services of this service area.

Listing of Products and / or Services

- Background checks for gun purchase through a toll-free telephone line or Internet 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
- Investigation of illegal attempts to purchase firearms

Financial Overview

The Firearms Purchase Program Service Area is funded with general fund. A $2.00 fee is charged for the criminal history check that is required prior to the sale of a firearm.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	1,717,741	0	1,717,741
Changes to Base	1,341,806	-1,717,741	1,082,520	-1,872,741
Total	1,341,806	0	1,082,520	-155,000

Objectives for this Service Area

Objectives for this Service Area

Objective
Prevent the illegal sale or purchase of firearms.

Description
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.

Objective Strategies
- Monitor the Firearms Transactions Program to ensure operational effectiveness.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.

Measures
- Number of firearms transactions improperly approved due to Virginia Department of State Police error

    Measure Class | Other Agency   Measure Type | Outcome   Preferred Trend | Stable   Frequency | Quarterly

    Data Source and Calculation

    The Firearms Transaction Program tracks the number of firearms transaction approvals that were preventable by the department and not due to an outside agency's lack of information or dealer error.

30207: Sex Offender Registry Program

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.

Mission Alignment and Authority

This service area supports the department's goal to promote 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC09010000009000000000000

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+18.2-472.1

Customers for this Service Area

Anticipated Changes to Customers Base

At this time, the Sex Offender Investigative Unit (SOIU) has 6,876 registered sex offenders who must be monitored. The Department of Corrections, Probation/Parole, monitors 3,467 registered offenders. The remaining 7,958 sex offenders are currently incarcerated. At the current rate, the Registry is adding approximately 1,200 offenders to the total number of registered offenders each year.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Parolee	Sex Offenders	18,045	18,045	
Employer/ Business Owner	Entities Registered for Community Notification of Sex Offenders	13,870	13,870	

Products and Services

Factors Impacting the Products and/or 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. The registry is a critical tool for protecting the public from sex offenders who have been released from prison.

Sex offender investigations are typically performed by Sex Offender Investigative Unit troopers and these investigations, which were lengthy at the onset, have only become more cumbersome with the implementation of new laws and additional offenses that now serve to place more offenders on the registry. Forty-three civilian sex offender compliance officers have been added to this unit to conduct address verifications and assist with fingerprinting of sex offenders. This will allow sworn personnel to focus on aggressively investigating sex offenders who fail to register.

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.

Anticipated Changes to the Products and/or Services

The department is currently redesigning the SOR data management system to improve system stability and functionality.

Listing of Products and / or Services

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

Financial Overview

The Sex Offender Registry Program Service Area is funded with general and non-general fund. Funding for this service area is derived through fees charged for criminal history and sex offender registry checks as well as general fund.

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

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	765,945	1,389,559	765,945	1,389,559
Changes to Base	4,390	13,173	4,390	13,173
Total	770,335	1,402,732	770,335	1,402,732

Objectives for this Service Area

Objectives for this Service Area

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

Description
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.

Objective Strategies
- Monitor downtime for the SOR website.
- Seek funding for additional sworn personnel to expand the Sex Offender Investigative Unit.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.

Measures
- Availability of the Sex Offender Registry (SOR) website to the public

    Measure Class Other Agency   Measure Type Outcome   Preferred Trend Stable   Frequency Quarterly

    Data Source and Calculation
    Downtime of the SOR server will be totaled each quarter and subtracted from total time for a percentage.

30208: Concealed Weapons Program

Description

The Concealed Weapons Program 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 handgun permit. This area is also tasked with processing applications for nonresident concealed handgun permits and issuing concealed handgun permits to retired sworn employees of the Department of State Police, as well as monitoring firearms training of retired sworn employees of the Department of State Police with nationwide carry privileges. This area maintains the concealed handguns 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, retired law enforcement personnel, and sworn employees called to active duty with the reserve forces of the United States or on long-term leave due to a service-related injury. The service area also notifies circuit courts of violations involving persons with concealed handgun permits and of permit holders who become subject to protective orders or are otherwise determined ineligible to purchase a firearm pursuant to any state or federal law, or warrant of arrest. This service area also includes issuance of seller identification numbers, the multiple handgun purchase system, machine gun registration, the criminal firearms clearinghouse, and clerical processes associated with requests for investigation of illegal attempts to purchase firearms.

Mission Alignment and Authority

This service area supports the department's goals to (1) promote the safety and security of citizens and their property; (2) provide department resources in support of criminal justice agencies and other entities; and (3) enhance the safety and security of all department personnel.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+52-14

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+18.2-308

Customers for this Service Area

Anticipated Changes to Customers Base

The customer base in this service area continues to increase substantially in both the issuance of resident and nonresident concealed handgun permits. Since 2007, the volume of Virginia resident permit applications has increased approximately 30 percent each year. During this period, the volume of Virginia nonresident permit applications increased from 502 to 1,179; this constitutes a 135 percent increase.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Resident	Out of State Citizens	1,179	0	
Local or Regional Government Authorities	Virginia Courts	360	360	
Local or Regional Government Authorities	Out of State Law Enforcement Agencies	0	0	
Local or Regional Government Authorities	Virginia Law Enforcement Agencies	314	314	
Local or Regional Government Authorities	Circuit Courts	122	122	
Retirees	Retired Law Enforcement Personnel	4,799	0	

Products and Services

Factors Impacting the Products and/or 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 handguns permits, the department must frequently initiate procedural and programmatic changes.

Anticipated Changes to the Products and/or Services

The department has upgraded the monthly comparison of permit holders and subjects of protective orders to a daily comparison, and has expanded comparison of concealed handgun permit holders to include mental health commitments.

Listing of Products and / or 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 comparison of concealed handgun permit holders and subjects of protective orders, mental health commitments, and new arrests
- Issue concealed handgun 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 handgun reciprocity or recognition

Financial Overview

The Concealed Weapons Program Service Area is funded with general fund.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	209,231	0	209,231
Changes to Base	0	-209,231	259,286	-209,231
Total	0	0	259,286	0

Objectives for this Service Area

Objectives for this Service Area

Objective
Enhance public safety by identifying persons with concealed weapons permits who have been involuntarily committed for mental health reasons or who are the subject of protective orders.

Description
Pursuant to statute, the State Police enter the concealed handgun 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. The department performs regular comparisons of the concealed handguns database with databases containing persons who have been involuntarily committed for mental health reasons, persons who are the subjects of protective orders, and new arrests. If the comparison indicates a prohibited person, the department notifies the circuit court that issued the permit so that it can be revoked.

Objective Strategies
- Appropriately staff the Firearms Transaction Center to ensure operational effectiveness.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Provide department resources in support of criminal justice agencies and other entities.
- Enhance the safety and security of all department personnel.

Measures
- Time required to notify the issuing court regarding identification of persons in the concealed weapon permit database who are also in the protective order and/or mental health databases

Measure Class **Other Agency**   Measure Type **Output**   Preferred Trend **Stable**   Frequency **Quarterly**

Data Source and Calculation

The Firearms Transaction Center tracks the number times VSP identifies persons in the concealed weapon permit database who are also in the mental health and/or protective order databases. The time will be calculated between when the Center receives the identification and when a notification is sent to the court that issued the concealed weapon permit.

31001: Aviation Operations

Description

The Aviation Operations 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 Chesterfield, Lynchburg, and Abingdon. Medevac units are located in Chesterfield and Abingdon. The Aviation Unit currently has six helicopters, three planes and one motor glider.

Mission Alignment and Authority

The Aviation Service Area supports the accomplishment of two goals in the department's strategic plan: (1) promoting 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+32.1-111.3

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Local or Regional Government Authorities	Federal, State, and Local Law Enforcement Agencies	101	0	
Health Professions	Emergency Medical Response Personnel	876	0	

Products and Services

Factors Impacting the Products and/or Services

Recruiting and 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.

The department has a number of older airplanes that need to be replaced. Our fleet of airplanes average 36 years old, the Bell helicopters are 10 years old, and the Eurocopters are 2 years old. Due to the age of the airplanes, it has become increasingly difficult to maintain them based on the manufacturers' recommendations. It is recommended that three airplanes be replaced with aircraft with night surveillance capabilities over the next several budget cycles. The recommended replacement aircraft is the Cessna T206H. The department has recently received the new Eurocopter EC-145 helicopters for use on Med-Flight missions to replace the Eurocopter BO-105 and BK-117. The Aviation Unit has also fully implemented the night vision device program to enhance operational effectiveness while maintaining a high level of safety.

Anticipated Changes to the Products and/or Services

If the department is not allowed to replace aging aircraft, the ability of the Aviation Unit to perform critical aviation operations will be 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 considered 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.

Listing of Products and / or Services

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

Financial Overview

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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	3,376,212	3,215,086	3,376,212	3,215,086
Changes to Base	36,662	0	36,662	0
Total	3,412,874	3,215,086	3,412,874	3,215,086

Objectives for this Service Area

Objectives for this Service Area

Objective
Provide aviation support for law enforcement, search and rescue, and other emergency operations.

Description
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.

Objective Strategies
- Ensure aircraft maintenance is performed in accordance with manufacturers' recommendations.
- Ensure pilot training is conducted in accordance with FAA regulations.
- Seek funding to provide statewide aviation coverage.
- Seek funding to purchase a helicopter dedicated to executive transport.
- Seek funding to replace three old airplanes with more capable airplanes equipped with advanced surveillance equipment.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.

- Promote the safe and orderly flow of traffic on Virginia's highways.

Measures
- Lift-off time for Medflight aviation missions

Measure Class | Other Agency   Measure Type | Output   Preferred Trend | Stable   Frequency | Quarterly

Data Source and Calculation
The time from notification to liftoff is captured in the Med Mission Activity Report.

31002: Commercial Vehicle Enforcement

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.

Mission Alignment and Authority

This service area supports the accomplishment of two goals in the department's strategic plan: (1) promoting 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC58010000027000000000000

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC4602000

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Transportation	Motor Carriers	0	500,000	

Products and Services

Factors Impacting the Products and/or 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. In order to enhance efficiency and effectiveness, the department is in the process of converting commercial vehicle enforcement officers to troopers.

Anticipated Changes to the Products and/or Services

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

Listing of Products and / or Services

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

Financial Overview

Funding for the Commercial Vehicle Enforcement Service Area is provided by the Department of Transportation, Highway Maintenance Funds.

This service area 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	4,831,625	0	4,831,625
Changes to Base	0	0	0	0
Total	0	4,831,625	0	4,831,625

Objectives for this Service Area

Objectives for this Service Area

Objective
Decrease crashes involving motor carriers by removing unsafe heavy commercial vehicles from the highway.

Description
Unsafe heavy commercial vehicles pose a significant threat to motorists in Virginia. The department is responsible for the enforcement of large commercial vehicle regulations. This includes inspection of these vehicles and removal of unsafe vehicles and/or drivers from the highway.

Objective Strategies
- Conduct commercial vehicle enforcement.

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

Measures
- Number of commercial vehicle inspections conducted

    Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Quarterly

    Data Source and Calculation

    The number of commercial vehicles inspected by motor carrier personnel is captured in the Safetynet database maintained by the Safety Division.

31003: Counter-Terrorism

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. The ability to predict future terrorist trends and operations and identify individuals who are associated with these groups is essential to the welfare of the Commonwealth. The collection, analysis, and dissemination of intelligence are critical to preventing terrorist events. In response to the growing demand for intelligence, the Virginia Fusion Center (VFC) was created. Operation of the VFC has greatly enhanced the department's abilities to collect, analyze, and disseminate terrorism-related intelligence in a more efficient and effective manner. 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 chemical, biological, radiological, and nuclear (CBRN) incidents as well as 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.

Mission Alignment and Authority

The Counter-Terrorism Service Area supports the accomplishment of three goals in the department's strategic plan: (1) promoting the safety and security of citizens and their property; (2) providing department resources in support of criminal justice agencies and other entities; and (3) ensuring the safety and security of all 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+52-8

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Employer/ Business Owner	Businesses	230,343	230,343	
Local or Regional Government Authorities	Federal, State, and Local Law Enforcement Agencies	600	18,000	

Products and Services

Factors Impacting the Products and/or Services

The Fusion Center has adopted an "all hazards" approach to collecting, analyzing and disseminating intelligence. This approach encompasses not only preventing terrorist acts, but also detering criminal activity. The collection of intelligence pertaining to groups with a known propensity for violence, such as gangs, is a priority. The "all hazards" approach allows the Fusion Center to adapt quickly to changing crime trends, such as the proliferation of methamphetamine labs and rapidly evolving high tech crimes. The Fusion Center's role in providing support to the Virginia Emergency Operations Center during recovery operations is dependent on the occurence of natural and man-made disasters.

Anticipated Changes to the Products and/or Services

The department does not anticipate any changes to the products or services of this service area.

Listing of Products and / or Services

- Response to terrorist incidents
- Criminal interdiction
- Support of City-State Partnerships

Financial Overview

The Counter-Terrorism Service Area 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	6,800,000	0	6,800,000	0
Changes to Base	-1,899,764	0	-1,899,764	0
Total	4,900,236	0	4,900,236	0

Objectives for this Service Area

Objectives for this Service Area

Objective
Enhance the ability to proactively address terrorist threats by effectively collecting, analyzing and disseminating terrorism information.

Description
The ability to predict future terrorist trends and operations and identify individuals who are associated with these groups is essential to the welfare of the Commonwealth. The collection, analysis, and dissemination of intelligence are critical to preventing terrorist events. After the September 11 terrorist attacks, law enforcement agencies were forced to meet the informational demands created by the increased focus on terrorism. The flow of intelligence received by the Criminal Intelligence Division (CID) concerning terrorist threats and targets increased considerably. In response to the growing demand for intelligence, the Virginia Fusion Center (VFC) was created. Operation of the VFC greatly enhances the department's abilities to collect, analyze, and disseminate terrorism-related intelligence information in a more efficient and effective manner.

Objective Strategies
- Develop the Virginia Intelligence Management System.
- Ensure all personnel assigned to conduct intelligence analysis are well-trained in their job duties.
- Fully staff the Virginia Fusion Center.
- Seek funding for additional sworn personnel to support the Joint Terrorism Task Forces.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Provide department resources in support of criminal justice agencies and other entities.
- Enhance the safety and security of all department personnel.

Measures
- Number of intelligence products disseminated

    Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Quarterly

    Data Source and Calculation

    The Criminal Intelligence Division tracks the number of intelligence products disseminated to department personnel and other law enforcement agencies.

31004: Help Eliminate Auto Theft (HEAT)

Description

The Help Eliminate Auto Theft Program (HEAT) is Virginia's comprehensive attack on motor vehicle theft through enforcement, recoveries, intelligence gathering, and preventive initiatives. Since the inception of this program in 1992, auto theft in Virginia has decreased dramatically.

Mission Alignment and Authority

The HEAT Service Area is clearly aligned to the department's goal of promoting the safety and security of citizens and their property.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+38.2-414

Customers for this Service Area

Anticipated Changes to Customers Base

The number of registered vehicles in the state continues to increase. Between 2000 and 2010, this number increased 19.8 percent. As the number of vehicles in Virginia grows, the opportunity for auto theft increases.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Employer/ Business Owner	Businesses	230,343	230,343	
Local or Regional Government Authorities	Virginia Law Enforcement Agencies	314	314	
Business and Finance	Property and casualty insurance companies licensed to operate in Virginia	851	851	

Products and Services

Factors Impacting the Products and/or Services

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

Anticipated Changes to the Products and/or Services

The department does not anticipate any changes to the products and/or services of this service area.

Listing of Products and / or Services

- Crime prevention and VIN etching programs
- HEAT Hotline and reward program
- Public service announcements and training materials
- Training for local law enforcement personnel
- Recognition program for law enforcement officers
- Bait car loan program

Financial Overview

The Help Eliminate Auto Theft (HEAT) Service Area 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 expenses associated with providing the service.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	2,423,085	0	2,423,085
Changes to Base	0	-659,094	0	-659,094
Total	0	1,763,991	0	1,763,991

Objectives for this Service Area

Objectives for this Service Area

Objective
Promote the reduction of motor vehicle thefts in Virginia.

Description
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 $84,291,901 (based on a five-year average from 2006 through 2010). 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.

Objective Strategies
- Monitor the number of auto thefts in Virginia.
- Monitor the number of vehicle identification number etching sessions and/or auto theft training sessions presented by HEAT personnel.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Provide department resources in support of criminal justice agencies and other entities.

Measures
- Number of Vehicle Identification Number (VIN) etching sessions and/or auto theft training sessions presented by Help Eliminate Auto Theft (HEAT) personnel

    Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Annually

    Data Source and Calculation
      Records on VIN etching sessions and training sessions are maintained by the HEAT Section.

31005: Drug Enforcement

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, highway and parcel interdiction, drug detection, and surveillance.

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.

Mission Alignment and Authority

Since illegal drug use is commonly accompanied by violent crime, the Drug Enforcement Service Area is clearly aligned with the department's goals of (1) promoting the safety and security of citizens and their property; (2) reducing the manufacture, use and distribution of illegal drugs; (3) providing department resources in support of criminal justice agencies and other entities; and (4) reducing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+52-1

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+52-8.1C1

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Employer/ Business Owner	Businesses	230,343	230,343	
Local or Regional Government Authorities	Virginia Courts	360	360	
Local or Regional Government Authorities	Federal, State, and Local Law Enforcement Agencies	0	0	
Local or Regional Government Authorities	Multi-jurisdictional investigative task forces	35	35	

Products and Services

Factors Impacting the Products and/or 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 Drug Enforcement Section needs 11 additional special agents and seven additional first sergeants in order to accommodate current drug enforcement workload. As a result, the department is frequently unable to meet the performance measure target for this service area.

Anticipated Changes to the Products and/or Services

There has been a dramatic increase in methamphetamine and clandestine laboratory seizures throughout Virginia. Due to federal budget

constraints, the department sought and received funding for the cleanup costs of methamphetamine labs. The state's resources are also taxed with the investigation of drug offenses, including heroin, powder and crack cocaine, OxyContin, Ecstasy, and marijuana. Additional personnel and funding are necessary to identify, apprehend and prosecute those participating in the illegal drug trade.

Listing of Products and / or Services

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

Financial Overview

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, state, 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	14,893,183	3,095,000	14,893,183	3,095,000
Changes to Base	626,978	763,500	513,978	563,500
Total	15,520,161	3,858,500	15,407,161	3,658,500

Objectives for this Service Area

Objectives for this Service Area

Objective
Enforce all drug laws in Virginia.

Description
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 narcotics investigations.

Objective Strategies
- Address diversion of pharmaceutical drugs.
- Heighten community and law enforcement awareness of drug abuse.
- Improve interdiction techniques through training.
- Promote cooperation and information sharing.
- Seek appropriate funding in support of technological needs.
- Seek funding to augment civilian support personnel in BCI.
- Seek funding to increase Bureau of Criminal Investigation staffing up to levels recommended by the Manpower Augmentation Plan.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.

- Reduce criminal activity in Virginia.
- Reduce the manufacturing, use, and distribution of illegal drugs.
- Provide department resources in support of criminal justice agencies and other entities.

Measures

- Number of drug arrests made by Bureau of Criminal Investigation (BCI) personnel, including task forces and specialty units

    Measure Class Other Agency   Measure Type Output   Preferred Trend Increase   Frequency Quarterly

    Data Source and Calculation

    Information pertaining to the number of drug arrests made is maintained in the department's Field Activity Computerized Tracking System (FACTS). The arrests codes counted include 2800 (Drugs: Manufacture, Sale, Distribution), 2801 (Drugs: Possession) and 2802 (Drugs: Other).

31006: Crime Investigation and Intelligence Services

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's attorneys, grand juries, department employees, and chiefs of police and sheriffs throughout the Commonwealth of Virginia. Functions performed under this service area include general investigations and specialized investigations involving arson/bomb, white collar crime, gangs, public officials, high technology crimes, computer evidence recovery, crime scene examination, fugitives, auto theft investigation, surveillance, polygraph examination, and financial crimes. The High Tech Crimes Division supports federal, state, and local law enforcement investigations by 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 processing intelligence and for operating the Virginia Fusion Center (VFC). The VFC greatly enhances the department's abilities to collect, analyze, and disseminate intelligence information pertaining to terrorism and other criminal activities 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.

Mission Alignment and Authority

This service area supports the accomplishment of the following department goals: (1) promoting the safety and security of citizens and their property; (2) providing department resources in support of criminal justice agencies and other entities; and (3) reducing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC5200000

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+19.2-66

Customers for this Service Area

Anticipated Changes to Customers Base

The department does not anticipate any changes to the customer base.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Employer/ Business Owner	Businesses	230,343	230,343	
Local or Regional Government Authorities	Virginia Courts	360	360	
Local or Regional Government Authorities	Federal, State, and Local Law Enforcement Agencies	0	0	
Local or Regional Government Authorities	Commonwealth's Attorneys and staff	500	500	

Products and Services

Factors Impacting the Products and/or Services

This service area is adversely impacted by manpower shortages. The Manpower Augmentation Plan was developed to determine staffing needs and is based on documented workload in each field office. This plan indicates the Bureau of Criminal Investigation needs 32 additional special agents and six additional first sergeants in order to accommodate workload in the General Investigations Section.

The Computer Evidence Recovery Section (CERS) 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. The CERS needs additional staffing to support the increasing demand for service.

Anticipated Changes to the Products and/or Services

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, as well as a significant increase in the detection of digital evidence as part of more traditional criminal activities. 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/malware, 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. 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.

Listing of Products and / or 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
- Police shooting investigation
- Internet crimes against children investigation

Financial Overview

The Department of State Police Crime Investigation and Intelligence Service Area 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 expenses related to vehicles, equipment and funds to assist local law enforcement.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	23,005,323	825,000	23,005,323	825,000
Changes to Base	399,948	502,500	399,948	376,000
Total	23,405,271	1,327,500	23,405,271	1,201,000

Objectives for this Service Area

Objective

Investigate and solve crimes in Virginia.

Description

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.

Objective Strategies

• Maintain liaison with crime prevention groups and community leaders.

• Monitor crime investigation and intelligence operations to ensure operational effectiveness.

• Seek funding for additional analytical positions in the field to support localities and the Virginia Fusion Center.

• Seek funding to augment civilian support personnel in BCI.

• Seek funding to increase staffing up to levels recommended by the Manpower Augmentation Plan.

Alignment to Agency Goals

• Promote the safety and security of citizens and their property.

• Reduce criminal activity in Virginia.

• Provide department resources in support of criminal justice agencies and other entities.

Measures

• Number of non-drug arrests made by Bureau of Criminal Investigation (BCI) personnel, including task forces and specialty units

Measure Class | Other Agency   Measure Type | Output   Preferred Trend | Increase   Frequency | Quarterly

Data Source and Calculation

Information pertaining to the number of arrests is maintained in the department's Field Activity Computerized Tracking System (FACTS). The arrests codes counted exclude 2800 (Drugs: Manufacture, Sale, Distribution), 2801 (Drugs: Possession) and 2802 (Drugs: Other).

31007: Uniform Patrol Services (Highway Patrol)

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. Selected personnel in this service area are also tasked with monitoring sex offenders and investigating those who fail to register. Uniformed 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.

Mission Alignment and Authority

This service area supports the accomplishment of three goals in the department's strategic plan: (1) promoting the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; and (3) reducing criminal activity in Virginia. 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC5200000

Customers for this Service Area

Anticipated Changes to Customers Base

Between 2000 and 2010, the population of Virginia grew 13.0 percent from 7,078,515 to 8,001,024. 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 2000, the Hispanic population accounted for 4.7 percent of the total population while the Asian population made up 4.3 percent. In 2010, these figures increased to 7.9 percent and 6.5 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. Between 2000 and 2010, the number of Virginians 65 years and older increased to 12.2 percent of the state's population. 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.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Local or Regional Government Authorities	Virginia Courts	360	360	
Parolee	Sex Offenders	18,045	18,045	
Resident	Virginia Citizens	8,001,024	8,001,024	
Local or Regional Government Authorities	Virginia Law Enforcement Agencies	314	314	
Employer/ Business Owner	Businesses	230,343	230,343	
Tourist	Visitors to Virginia	6,319,000	6,319,000	

Products and Services

Factors Impacting the Products and/or 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. These, in turn, have created an increased demand for law enforcement services. There are also critical issues in public safety that the department must have adequate staffing to address. These issues include highway safety, terrorism, Internet crimes against children, sex offenders, and gangs.

The Trooper Allocation and Distribution Model indicates the Bureau of Field Operations needs 245 additional troopers and 22 additional sergeants in order to accommodate current workload. Overall, the department's authorized strength for uniform patrol is 267 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 the Products and/or Services

The increased manpower needs identified by the department's staffing methodologies are clearly supported by demographic and workload changes in Virginia. From 2000 to 2010, the population in Virginia increased 13.0 percent. This population increase sparked a dramatic growth in traffic in Virginia. The number of registered vehicles in the state continues to increase. Between 2000 and 2010, this number increased 19.8 percent. As the number of registered vehicles has increased, the number of licensed drivers has also risen. Between 2000 and 2010, this number increased 10.6 percent. There were 116,386 motor vehicle crashes reported by law enforcement during 2010. As a result of these crashes, 740 people were killed and 61,418 were injured. As the population continues to expand with additional licensed drivers added, and as more registered vehicles are added to the highways with increased miles traveled, crash investigations will continue to demand law enforcement services.

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.

Listing of Products and / or Services

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

Financial Overview

The Uniform Patrol Services (Highway Patrol) Area is the most significant budgetary service area 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	115,936,440	12,446,301	115,936,440	12,446,301
Changes to Base	10,118,029	-1,458,880	9,909,569	-1,458,880
Total	126,054,469	10,987,421	125,846,009	10,987,421

Objectives for this Service Area

Objective

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

Description

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.

Objective Strategies

- Monitor uniform patrol operations to ensure operational effectiveness.
- Respond to and mitigate incidents involving hazardous materials.
- Seek federal grant funding to compensate sworn personnel for man-hours devoted to special highway safety assignments to identify and remove those drivers who threaten the safety and well being of law abiding motorists on the highways.
- Seek funding to augment civilian support personnel in BFO.
- Seek funding to increase staffing up to levels recommended by the Trooper Allocation and Distribution Model.

Alignment to Agency Goals

- Promote the safety and security of citizens and their property.
- Promote the safe and orderly flow of traffic on Virginia's highways.
- Reduce the manufacturing, use, and distribution of illegal drugs.
- Provide department resources in support of criminal justice agencies and other entities.

Measures

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

Measure Class	Measure Type	Preferred Trend	Frequency
Agency Key	Outcome	Increase	Annually

  Data Source and Calculation

  The Office of Performance Management and Internal Controls 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

Decrease the response time to citizen calls for service.

Description

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.

Objective Strategies

- Monitor uniform patrol operations to ensure operational effectiveness.
- Seek federal grant funding to compensate sworn personnel for man-hours devoted to special highway safety assignments to identify and remove those drivers who threaten the safety and well being of law abiding motorists on the highways.
- Seek funding to augment civilian support personnel in BFO.
- Seek funding to increase staffing up to levels recommended by the Trooper Allocation and Distribution Model.

Alignment to Agency Goals

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

Measures
- Average response time to emergency calls

Measure Class	Agency Key	Measure Type	Outcome	Preferred Trend	Decrease	Frequency	Quarterly

Data 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 minutes and tenths of a minute format.

Objective
Enhance highway safety by aggressively enforcing traffic laws.

Description
The department is responsible for patrolling over 64,000 miles of roadways and interstate highways throughout Virginia. Uniformed personnel aggressively enforce traffic laws to reduce the incidence and severity of crashes.

Objective Strategies
- Increase public awareness of public safety.
- Monitor uniform patrol operations to ensure operational effectiveness.
- Pursue innovative enforcement initiatives.
- Seek federal grant funding to compensate sworn personnel for man-hours devoted to special highway safety assignments to identify and remove those drivers who threaten the safety and well being of law abiding motorists on the highway.
- Seek funding to augment civilian support personnel in BFO.
- Seek funding to increase staffing up to levels recommended by the Trooper Allocation and Distribution Model.

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

Measures
- Average cost to handle a violation of exceeding the speed limit

Measure Class	Productivity	Preferred Trend	Stable	Frequency	Quarterly

Data Source and Calculation

The number of hours spent handling violations of exceeding the speed limit is multiplied by the average hourly cost of a trooper. [Note: The speeding incidents include those in which the sworn employee was the primary unit (primes) and incidents in which the sworn employee was the backup unit (assists). This figure is divided by the number of speed violation incidents to obtain the average cost for handling a speed violation incident. The average hourly cost of a trooper is based on the average salary of senior troopers from the Human Resource System and includes total costs for personal services. Costs for contractual services, supplies and materials, continuous charges and equipment are not included. Data on speed violations is contained in the department's Weekly Activity Report System.

Objective
Enhance public safety by investigating and successfully closing cases concerning sex offenders who fail to register in accordance with the Code of Virginia.

Description
Protecting the citizens of Virginia from known sex offenders is a critical public safety function. After sex offenders are released from prison, they must register with the state and notify officials regarding their new address within ten days of any move. 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 Title 9.1, the department is taking a proactive approach to physically verify the accuracy of information being furnished by these individuals. Additional resources have been committed to monitoring and prosecuting sex offenders who fail to comply with state laws. Increasing the number of trooper positions dedicated solely to this purpose will provide quick and in-depth investigations of sex offenders.

Objective Strategies
- Monitor the number of sex offender address verifications performed by sex offender compliance officers.
- Seek funding to add troopers to the Sex Offender Investigative Unit.
- Seek funding to augment civilian support personnel in BFO.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Reduce criminal activity in Virginia.

Measures
- Percentage of the investigations successfully closed involving sex offenders failing to register

  Measure Class | Agency Key   Measure Type | Outcome   Preferred Trend | Increase   Frequency | Quarterly

  Data Source and Calculation

  Information pertaining to the number of completed cases involving sex offenders failing to register is maintained in the department's Law Enforcement Activity Management System (LEAMS). The percentage is calculated by dividing the number of completed cases each quarter by the total number of cases opened that quarter. Completed cases are those with one of the following status indicators: Active - Leads Exhausted/Evidence Stored Active - Pending Trial/Sentencing Active - Pending Asset Forfeiture Active - Pending Disposition Of Evidence Active - Pending Reward Determination Closed - Service Closed - Exception, Death Of Offender Closed - Exception, Prosecution Declined Closed - Exception, Extradition Denied Closed - Exception, Victim Refused To Cooperate Closed - Exception, Juvenile/No Custody Closed - Pending Disposition Of Assets Closed - Processed Using Another File Closed - Other Reason Cases recorded after the reporting date each quarter are updated the following quarter.

31008: Motorists Assistance Program

Description

The Motorist Assistance Program currently operates in the four largest metropolitan areas in Virginia, including Chesapeake, Fairfax, Richmond, and Roanoke/Salem. During 2011, motorist assistance aides provided assistance to disabled or stranded motorists on approximately 49,000 occasions. State Police motorist assistance aides provided services such as fixing flat tires, providing gasoline, jump-starting 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.

Mission Alignment and Authority

This service area supports the accomplishment of two goals in the department's strategic plan: (1) promoting 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC5200000

Customers for this Service Area

Anticipated Changes to Customers Base

The number of registered vehicles in the state continues to rise. Between 2000 and 2010, this number grew approximately 20 percent. As the number of registered vehicles has increased, the number of vehicle miles traveled has also risen. Between 2000 and 2010, this number increased 1.3 percent. As the population continues to expand and more registered vehicles are added to the highways, the need for motorist assistance services will increase.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Tourist	Visitors to Virginia	6,319,000	6,319,000	

Products and Services

Factors Impacting the Products and/or Services

Population, registered vehicles, and vehicle miles traveled have all risen. These, in turn, have created an increased demand for motorist assistance services. Additional motorist assistance aides are needed in several areas to accommodate current workload demands.

Anticipated Changes to the Products and/or Services

On August 4, 2012, the Department of State Police and the Department of Transportation entered into a memorandum of understanding regarding the provision of motorist assistance services in the Commonwealth. Pursuant to that MOU, the Department of Transportation is to assume primary responsibility for this function.

Listing of Products and / or 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

Financial Overview

Funding for the Motorist Assistance Program Service Area is provided by the Department of Transportation, Highway Maintenance Funds. This service is provided in the Richmond, Tidewater, Northern Virginia and Roanoke/Salem 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	1,631,282	0	1,631,282
Changes to Base	0	0	0	0
Total	0	1,631,282	0	1,631,282

Objectives for this Service Area

Objectives for this Service Area

Objective
Improve highway safety by providing assistance to motorists.

Description
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.

Objective Strategies
- Monitor motorist assistance operations to ensure operational effectiveness.

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

Measures
- Number of assists provided by motorist assistance aides

Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Quarterly

Data 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.

31009: Insurance Fraud Program

Description

It has been estimated that insurance fraud costs the average Virginia household approximately $200 to $1,000 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 requires insurance professionals who have reason to believe that someone is committing insurance fraud to report this information to the Virginia State Police.

Mission Alignment and Authority

The Insurance Fraud Service Area is aligned to the department's goals of (1) promoting the safety and security of citizens and their property and (2) decreasing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC52000000009000000000000

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Employer/ Business Owner	Businesses	230,343	230,343	
Local or Regional Government Authorities	Virginia Law Enforcement Agencies	314	314	
Business and Finance	Property and casualty insurance companies licensed to operate in Virginia	851	851	
Local or Regional Government Authorities	Commonwealth's Attorneys and staff	500	500	

Products and Services

Factors Impacting the Products and/or Services

This service area is impacted by manpower shortages. The Manpower Augmentation Plan is used to determine staffing needs and is based on documented workload in each field office. This plan indicates the General Investigations Section needs 32 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 the Products and/or Services

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.

Listing of Products and / or Services

- Insurance fraud investigation
- Insurance fraud trend analysis
- Training of criminal justice personnel
- Public service announcements and training materials
- Insurance Fraud Hotline and reward program
- Recognition program for law enforcement, the insurance industry, and Commonwealth's attorneys

Financial Overview

The Insurance Fraud Program Service Area 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	5,723,901	0	5,723,901
Changes to Base	0	-523,901	0	-523,901
Total	0	5,200,000	0	5,200,000

Objectives for this Service Area

Objectives for this Service Area

Objective
Decrease insurance fraud in Virginia.

Description
It has been estimated that insurance fraud costs the average Virginia household approximately $200 to $1,000 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 and businesses of Virginia.

Objective Strategies
- Develop the Law Enforcement Activity Management System.
- Improve the Central Criminal Repository and Support Systems.
- Monitor the Insurance Fraud Program to ensure operational effectiveness.
- Seek funding to increase staffing up to levels recommended by the Manpower Augmentation Plan.

Alignment to Agency Goals
- Promote the safety and security of citizens and their property.
- Reduce criminal activity in Virginia.

Measures
- Number of investigations successfully closed involving insurance fraud and related offenses

    Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Annually

    Data Source and Calculation

    Case information is maintained in the department's Field Activity Computerized Tracking System (FACTS). The Case Information-Search by Closed Date function yields all cases closed within a specified date range.

31010: Vehicle Safety Inspections

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.

Mission Alignment and Authority

The Vehicle Safety Inspection Service Area is clearly aligned with two of the goals in the department's strategic plan: (1) promoting 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.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+52-4

Customers for this Service Area

Anticipated Changes to Customers Base

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

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Resident	Virginia Citizens	8,001,024	8,001,024	
Transportation	Motor Carriers	0	500,000	
Local or Regional Government Authorities	Federal Motor Carrier Safety Administration	1	1	
Employer/ Business Owner	Inspection Stations	4,409	4,409	
Business and Finance	Inspectors (active)	13,114	13,114	
State Agency(s),	State agencies	43	43	

Products and Services

Factors Impacting the Products and/or 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 to the Code of Virginia, and changes in federal guidelines.

Anticipated Changes to the Products and/or Services

In 2011, approximately 7,622,000 vehicle safety inspections were performed at Virginia inspection stations. In the past, a record of each inspection was recorded in the form of an Inspection Certification Receipt or a Rejection Receipt. These receipts were 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. In 2010, the department automated the Motor Vehicle Inspection Program (MVIP). Use of the MVIP became mandatory in 2013.

Listing of Products and / or 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

Financial Overview

Funding for the Vehicle Safety Inspections Service Area 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	0	20,483,331	0	20,483,331
Changes to Base	0	-320,094	0	-320,094
Total	0	20,163,237	0	20,163,237

Objectives for this Service Area

Objectives for this Service Area

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

Description
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.

Objective Strategies
- Monitor the number of vehicle safety inspections conducted.
- Seek funding to increase staffing up to recommended levels so that each inspection trooper will have no more than 60 stations to supervise.

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

Measures
- Number of station visits conducted

  Measure Class Other Agency   Measure Type Output   Preferred Trend Stable   Frequency Quarterly

  Data Source and Calculation

  Data concerning inspection station visits by Safety Division personnel is maintained in the Weekly Activity Report System. At least one visit per station is required every 45 days.

399: Administrative and Support Services

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 115 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 four categories: explosive, narcotics, accelerant, 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. In addition, the Training Division is responsible for providing training to 21 state agencies to ensure operator proficiency for the Statewide Agencies Radio System (STARS).

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

Mission Alignment and Authority

This service area is essential to the accomplishment of the department's mission and all goals in the department's strategic plan:
(1) promoting the safety and security of citizens and their property; (2) promoting the safe and orderly flow of traffic on Virginia's highways; (3) reducing the manufacturing, use, and distribution of illegal drugs; (4) providing department resources in support of criminal justice agencies and other entities; (5) ensuring the safety and security of all department personnel; (6) continually seeking ways to deliver the most cost-effective and efficient law enforcement services possible; and (7) reducing criminal activity in Virginia.

Source of Authority Links

http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC52000000001000000000000

Customers for this Service Area

Anticipated Changes to Customers Base

The department needs to add 590 sworn employees and 76 support personnel over a six-year period. In addition, 15 wage civilian employees should be added and 19 wage positions should be converted to 13 full-time positions.

Current Customer Base

Pre-Defined Customer Group	User Specified Customer Group	Customers Served Annually	Potential Annual Customers	Projected Trend in # of Customers
Employer/ Business Owner	Businesses	230,343	230,343	
State Government Employee	Department Employees	2,829	2,829	
State Agency(s),	State Agencies	43	43	

| Local or Regional Government Authorities | Federal, State, and Local Law Enforcement Agencies | 0 | 0 | |

Products and Services

Factors Impacting the Products and/or 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.

Anticipated Changes to the Products and/or Services

The addition of 590 new sworn employees at a rate of 100 new positions per year will have a significant impact on workload in the Administrative and Support Service Area. Additional support personnel will be required in the Personnel, Property and Finance, Communications, and Training Divisions to accommodate the increased workload. Without additional staffing, support services will degrade.

Listing of Products and / or 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

Financial Overview

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

• Central management
• Planning, auditing and internal controls
• General accounting, budgeting, and oversight of outsourced 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 meals 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.

Budget Component	2013 GF	2013 NGF	2014 GF	2014 NGF
Base	18,821,843	1,113,644	18,821,843	1,113,644
Changes to Base	0	0	0	0

Total	18,821,843	1,113,644	18,821,843	1,113,644	

Objectives for this Service Area

Objectives for this Service Area

Objective
Retain trooper trainees during basic training

Description
Basic training is a particularly challenging time for new troopers. VSP operates a residential Academy using a paramilitary training model. Basic training involves over 1,776 hours of instruction covering more than 100 courses. Acclimation to the discipline and structure that are a part of the Academy is often difficult for new troopers. The cost of hiring and training a trooper trainee is approximately $11,000, excluding salary and benefit costs. Given the considerable commitment of time and resources involved in the trooper selection and training processes, it is important for VSP to retain as many trooper trainees as possible.

Objective Strategies
- Monitor the probate training program.
- Monitor trooper trainee retention during basic training.

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

Measures
- Trooper trainee retention rate

    Measure Class Other Agency   Measure Type Outcome   Preferred Trend Increase   Frequency Annually

    Data Source and Calculation

    The Training Division maintains data on the number of trooper trainees beginning each basic school and the number of trooper trainees who graduate. The retention rate is based on when the class graduates, regardless of what year the class started. To determine the retention rate for the fiscal year, all classes that graduated during the fiscal year are considered. The number of trainees graduating during the fiscal year is divided by the number of trainees who started basic schools that concluded during the fiscal year.