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Department of Public Safety

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**Department of Public Safety
1996 Performance Report
Executive Summary**

The mission of the Department of Public Safety is to protect people and property in Minnesota through prevention, regulation, enforcement, information and service. The achievement of this mission is fulfilled through 11 programs whose goals are:

- To provide timely and effective services to citizens and units of government during emergencies and disasters, and coordinate all mitigation, preparedness and recovery efforts to natural and technological disasters in Minnesota.
- To prevent increases in and reduce the level of crime by providing law enforcement services in partnership with the criminal justice community in Minnesota.
- To promote a fire safe environment through education and inspection of day care, health care, school and other facilities, through quality and timely fire and arson investigative services, and through public education efforts to increase the proper installation and use of smoke detectors in residences statewide.
- To assure the transportation safety of people by reducing the number and severity of motor vehicle crashes and speed related fatal crashes and the incidence of alcohol/drug impaired driving, and by increasing the use of vehicle occupant restraints.
- To provide a safe environment in the State Capitol complex and offices for the Governor, legislators, employees and visitors.
- To regulate the registration of vehicles and the privilege of driving through titling, taxation and driver licensing.
- To reduce the number of prohibited persons and organizations involved in legal gambling and liquor distribution through background investigations, licensing and inspections.
- To increase the safe operation and maintenance of Minnesota's pipeline systems and facilities by focusing resources to areas of highest potential risk, by maintaining interstate agent status, and by enforcing the one-call damage prevention program.
- To lessen the economic impact of violent crime on victims by providing financial support, and hold criminal offenders accountable through improved collection of restitution and civil awards.
- To provide recourse for crime victims/witnesses by increasing public awareness of rights and investigating complaints of violations or mistreatment.

The clientele for these programs include:

Federal, state and local criminal justice, emergency management , licensing and inspection agencies

Community based non-profit organizations that engage in activities of public safety significance

Private businesses, such as alcohol and gambling licensees, private detective licensees, new and used car dealers, and utility companies

The general public, including all licensed drivers, vehicle owners, victims of crimes, and disaster victims

The following pages contain a synopsis of the objectives of each program, including highlights of significant measures.

Law Enforcement and Community Grant Program

In FY 1997 over 48 law enforcement agencies applied to the department and were awarded grant money for overtime law enforcement efforts and to hire new officers. The state funding for these grants was made available in FY 1997 through a one-time general fund appropriation of \$3,541,600. The department awarded grants to law enforcement agencies that demonstrated need based on the adult and juvenile crime rate in the area. Grants for overtime efforts were awarded in July 1996 to both rural and metropolitan law enforcement agencies. Grants for the hiring of approximately 34 new officers throughout the state were awarded. Results of the effect of the grant money will be available in early FY 1998. Participating agencies have indicated in their quarterly reports that the overtime grants are having a positive impact on the crime rates. Agencies are utilizing overtime money to implement community oriented policing strategies, and are making proactive efforts to combat juvenile crime.

Division of Emergency Management

The state approval of a hazard mitigation project represents the final state controlled step in the process to get funding into the hands of local governments for prevention activities. Hazard mitigation projects are designed to reduce future losses. Projects are approved by a state interagency working group which represents a range of state interests and resources. Division of Emergency Management (DEM) acts as the coordinator of this interagency group. Funding for hazard mitigation projects is triggered by a disaster declaration. Examples of mitigation projects are, improved warning systems, purchase of flood prone properties, replacement of overhead power lines, or bark beetle trapping. Small projects can move from approval to completion within one

year; large projects may take up to four years for completion. Steady progress has been made to have the funds obligated for hazard mitigation projects within two years. The projection for FY 1997 is to have at least 90 percent of the project funds obligated.

DEM reviews county and select city hazard emergency plans for content and currency. A review is a record of direct DEM staff contact with the individual(s) responsible for orchestrating a county/city response to a disaster. This direct contact is the program's best opportunity to provide technical assistance and to promote progressive emergency management efforts. In past years, staff annually reviewed the plan in each county/city which had received emergency management assistance funding. Beginning in FY 1996, DEM will be reviewing a county/city plan once in a four year time period. This change to a four year cycle is reflected in the decreased number of DEM plan reviews starting in FY 1996. The number of reviews during FY 1995 was 123 and FY 1996 was 34.

The Minnesota Duty Officer receives calls from facilities who are reporting hazardous material spills, requests for assistance from the hazardous materials response teams, weather warning from the National Weather Service, missing aircraft reports, crime victims/witnesses services, and search and rescue requests for assistance. The 24 hour center operated by DEM receives phone call notice of incidents which are required to be reported to one or more state agencies. Notifications must be responded to immediately. DEM notifies critical state agency staff of the incident and provides a communication link between the reporting party and the state staff. For each incoming call, DEM will make two to six outgoing notifications. During FY 1996, DEM responded to 21,246 notifications. Immediate response to the notification calls is a top priority for DEM. The projected future activity cannot be met at current staffing levels. Adequate staffing of the notification center will be provided at the expense of other DEM activities.

The percentage of state disaster applications submitted within thirty days provides a measure of DEM's ability to compile a complete preliminary damage assessment and triggers assistance in a timely manner. During FY 1996, 100 percent of the disaster applications were submitted within 30 day. The damage assessment process involves local officials, a formal damage assessment method, and DEM staff with damage assessment information collection. All three of these components need to be managed in order to meet the time line of 100 percent of the disaster applications being submitted within 30 days.

Bureau of Criminal Apprehension

The level of satisfaction that is shown by the clients of the BCA is an excellent measure of the value of the bureau to the criminal justice community. The survey that is administered to the Police Chiefs, Sheriffs, and County Attorneys presently indicates a satisfaction level of 95 percent. The projections for future client satisfaction is 90 percent. An increase in laboratory case submissions over the past two fiscal years, and continuing increases, especially related to drugs and homicides, affects the laboratory's ability to provide timely services. Also, there are not sufficient BCA agents and support staff to respond to requests for training and violent criminal investigations.

The BCA's laboratory accreditation along with its associated quality assurance and quality control

programs are a method of insuring the highest quality forensic science laboratory service to their clients. Laboratory accreditation of forensic science laboratories is achieved through a national program administered by the Crime Laboratory Directors Laboratory Accreditation Board.

The turnaround time for laboratory reports is critical to the criminal justice professionals and continues to be an issue with its clients. There has been a reduction in the turnaround time for some of the reports, but the time frames are still not satisfactory to the clients. The objective of the Forensic Science Laboratory is to reduce the turnaround time for laboratory reports by the year 2000, so that 10 percent are sent in less than one week, 50 percent in less than 2 weeks and 40 percent in less than 1 month.

The collection of DNA samples from convicted sex offenders and the forensic data base of DNA profiles from all cases often leads to linking of the two. The total number of linked cases since 1991 is 23 cases. The laboratory is projecting at least 6 cases a year will be linked.

The BCA maintains a computerized fingerprint system referred to as AFIS and the laboratory has a latent fingerprint terminal to search open cases against that data base. Searching these data bases can result in a match where a subject is identified and there was no suspect or there was an incorrect suspect. In FY 1995 there were 37 matches and in FY 1996 there were 41 matches.

Drugfire is a firearms data base of bullets and cartridge cases developed by the FBI. Drugfire has been shown to be useful in linking cases involving firearms. A Minnesota Drugfire Consortium has been established and will consist of a system server and workstation at the BCA and Hennepin County Sheriff's Department.

The identification of drivers suspected in DWI cases requires the quantitative analysis of alcohol and/or drugs in either blood, urine or breath. The turnaround time for alcohol reports in FY 1995 was 11 days and in FY 1996 was 7 days. The turnaround time for drug reports was 60 days in FY 1995 and 62 days in FY 1996.

Officer certification for the operation of the evidentiary breath alcohol testing instruments is performed by the BCA. During FY 1995, 208 officers were trained and 794 were recertified and in FY 1996 the numbers were 210 trained and 1,042 recertified. The replacement of all instruments will occur during FY 1997-1999. The numbers are respectively 180, 50 and 50 instruments being replaced.

FBI rules and regulations mandate that agencies accessing the national data bases be trained, certified and audited. The denial of access to the national data base means that the records from Minnesota would not be transmitted and information from the FBI data bases could not be accessed by Minnesota law enforcement. It would be an extreme case where this access would be denied. BCA is required to audit 50 percent of all local agencies annually. Previously, 40 percent of the audits were being conducted, but for FY 1997, 50 percent of the agencies will be audited. The BCA is required to certify and recertify operators under these rules. This has been performed successfully and will continue to be done.

Non-criminal record requests are received for employment, licensing and informed consent background checks. The processing of requests for non-criminal background checks, within 1 day of receipt, has been met in past years. The number of requests received in FY 1995 was 89,620 and in FY 1996, 110,761 were received. M.S. Section 299C.10, subd. 4 which dedicates the background check fee to the BCA, sunsets July 1, 1997. Without the background check fees service levels will decrease and backlogs increase for this clientele. The receipts from the background checks provide for personnel, equipment and support to process the requests. Personnel from other areas will be used to process a small portion of the requests and this will create backlogs in the criminal history system.

During the last two years a system to collect data on juvenile felony offenders has been developed. Additionally, targeted misdemeanors such as domestic assault and violations of restraining orders will be entered beginning in FY 1998. In FY 1995, 30 juvenile records were received and in FY 1996, 150 records. Projections are for the juvenile records to increase to 9,000 by FY 1999. The data base for adult offenders increased by 41,200 in FY 1995 and 42,903 in FY 1996.

The Criminal Justice Data Network files (hot files) are entered at the local level and contain warrants, stolen guns, stolen cars, stolen articles, and in the future will contain orders for protection and gang data. This information is available at the state and national level. There are normally 1.5 million transactions over the network monthly.

The BCA manages the MAFIN system. The BCA plans to create the interstate MAFIN network and increase intrastate connections to the MAFIN system. Increases in the number of remote fingerprint identification workstations are projected at a total of 6 in FY 1997, 10 in FY 1998 and 12 in FY 1999. North Dakota was interfaced with MAFIN in July of 1996 and South Dakota will be interfaced in early 1997. The MAFIN system also needs to be upgraded to incorporate new national standards for fingerprint image compression and image transmission.

Livescan devices capture the fingerprints of arrested individuals electronically and transmit those fingerprints to the BCA within minutes. The BCA began receiving fingerprint and arrest data in 1993 from Anoka County Sheriff's Office. By receiving the data within minutes of booking, rather than several days later, the BCA was able to identify subjects who had hidden their identity before the subject was released. In some cases, there were felony warrants for the subjects under other names that would not have been discovered. Several larger sheriffs' offices procured this technology. At present there are 12 devices in use. Critical to its success of this is the implementation of a cardhandler system to automatically process all the transmitted data. This system will keep the data in an electron state to interface the criminal history system and the MAFIN system, and eventually will be interfaced with the FBI system.

The BCA conducts peace officer training for POST credit. The BCA projects increasing the general training to 3,050 officers during FY 1997 and 3,200 in FY 1998, and DARE training to 95 officers in FY 1997 and 100 in FY 1998. DARE is a drug prevention program for youth.

The sex offender registration program was mandated in 1991. The increase in the data base is

projected at 7,500 for FY 1997 to 9,000 for FY 1998. The Minnesota Sex Homicide Offense Tracking System (SHOTS) is a voluntary program. Law enforcement officers submit information on unsolved sexual assaults, including sex related homicides to the BCA. By the spring of 1997 an improved system to track sex related crimes will be implemented. BCA agents will continue to encourage local investigators to submit and use the system.

The BCA is in the process of developing a statewide violent criminal gang file containing the identities of members. The BCA projects that increases in requests for assistance for investigation of violent gang related crimes will increase. The number of hours focused on violent gang related criminal activity will directly correlate with the increased availability of data and investigations.

State Fire Marshal Division

Arson is the second leading cause of fire in Minnesota and has increased from 11 percent to 13 percent of overall causes. Arson fires in the past 5 years accounted for 7 deaths and 247 injuries to firefighters and civilians, and resulted in property damage of over 72 million dollars. The trend over the past 5 years indicates that arson will continue to rise. Arson is a crime against people and property, and affects everyone who lives, works or does business in our state. One way to stop the crime of arson is to take away the incentive, the monetary gain, from this crime through prosecution. The State Fire Marshal investigators are striving to increase the number of cases presented for prosecution by 2 percent each calendar year. The fire investigation activity provides local fire and police officials with technical assistance in processing a scene to determine cause, collects samples for testing for accelerant and provides expertise in arson fires to prepare the case for prosecution.

The fire protection regulation activity ensures that contractors, designers, and installers of automatic fire protection systems are competent and trained and systems are installed according to code. Plan reviews are conducted for each installation and field inspection and acceptance testing takes place only periodically. Legislation passed in 1995 gave the State Fire Marshal responsibility to regulate the fire sprinkler protection industry through a process of licensing and/or certification of contractors and installers, and it gave them plan review functions. The new field inspection portion of this program is a critical component. Staffing has been phased in and 2 inspector positions are needed. Without additional staff, only initial licensing inspections will be done; the on-going periodic inspection program cannot be implemented. For this new activity, an objective and measure will be developed if the ongoing inspection program is implemented.

Exiting is one of the most critical elements to the life safety of persons occupying a building. The focus of the inspection activity is life safety from fire, which is influenced to a large degree by the occupant's ability to exit the building safely in an emergency. Violations related to construction features have been isolated as a measure because they are a significant factor in a fire situation. Schools and the health care facilities are the two occupancies that have the highest populations. The division objective is to reduce the number of recurring fire and life safety violations, as related to construction features in exiting. The data collection for this measure has now been implemented and the baseline year is CY 1995. Consequently, the percentage of change will not be available until CY 1998.

Hazardous Materials Response activity provides training and equipment for a cadre of statewide responders. The Minnesota fire service is largely volunteer. The training, expertise and cost necessary for response to major incidents would not make it feasible for every department in the state to be trained to the level of an emergency responder. As more and more hazardous materials are manufactured, used, stored and transported the need for response by qualified, trained fire department personnel to uncontrolled releases will increase. The division plans to have teams in place, strategically located, equipped and trained by FY 2000. Presently, 50 percent of the teams are in place.

The presence of working smoke detectors has proven to be a significant factor in survival from a fire. The percent of deaths in which absent or non-functioning smoke detectors were identified as a factor in CY 1994 was 25 percent and in 1995 was 64 percent. In 1995, fire deaths reached a 6 year high at 83 deaths. Twenty eight persons lost their lives in 9 incidents, of those 20 were children under the age of 10. In all cases non-functioning or no smoke detectors were present. The fire death rates in Minnesota indicates that 68 percent of all fire deaths occur outside the seven county metro area. Also, significantly linked to the fire death rate is the problem associated with use and abuse of alcohol and other substances. In 1992, clearly 52 percent of fire deaths and 4 of the 5 multiple fire deaths included some type of substance abuse. Additionally, children who have access to matches and cigarette lighters left within reach by care givers caused another 12 fire deaths in 1993.

State Patrol

In FY 1995, State Patrol arrests for DWI increased by 17 percent over 1994, in part due to temporarily increased staffing levels and the enhanced enforcement and education through Arrive Alive and Safe and Sober grants. In spite of lower staffing levels due to attrition, a more modest increase of 4 percent occurred in FY 1996. This increase indicates the high priority placed on DWI enforcement. Aggressive DWI enforcement has proven to be effective in reducing the incidence of driving after drinking. Fewer drinking drivers will result in fewer fatalities.

Estimates indicate that 50 percent of the deaths from injuries to unbelted motor vehicle occupants could have been prevented had occupants used seat belts. As seat belt use has increased, fatalities and serious injuries have declined. Legislation requiring seat belt use, consistent enforcement of seat belt laws, and educational programs have proven to increase use. The legislature has enacted passenger restraint laws which require children under the age of 4 to be properly restrained in an approved safety seat, passengers 4 to 10 years of age to be restrained with a properly fastened seat belt system, and the driver and front seat passengers of any passenger vehicle to be restrained with a properly fastened seat belt system. Lack of "primary" enforcement status has prevented the impact of enforcement from being greater. The State Patrol issued 60,937 warnings and tickets in FY 1995 and 56,556 in 1996.

Since 1980, commercial vehicle crashes have declined steadily from more than 10,000 to the recent low of 4,463 in 1996. The trend toward decline coincides with the State Patrol's entry into the federal Motor Carrier Safety Assistance Program (MCSAP). MCSAP provides incentives to states to increase commercial vehicle inspection and enforcement activities and achieve interstate

compatibility of safety regulations related to the operation of commercial vehicles. Preventive roadside inspection programs have proven effective in reducing driver and vehicle defects, and ultimately, the incidence of commercial vehicle crashes. In FY 1995, 36,411 commercial vehicles were inspected and in 1996, 42,902. In 1995, 501,228 vehicles were weighed and in 1996, 408,366. The completion of the Dilworth weight scale facility on I-94 near Moorhead was delayed and will now become operational in the fourth quarter of FY 1996. The number of school buses inspected in FY 1995 was 19,285 and 1996 22,432 were inspected.

Minnesota was selected under MCSAP to pilot test an automated commercial vehicle brake testing device. The device is permanently installed at the St. Croix weigh scale. The pilot test was designed to evaluate the accuracy of the device and determine the ability to withstand the harsh weather environment. The pilot result indicated the device will decrease the time required to perform a commercial vehicle inspection and more accurately assess the performance of truck braking systems. Due to the success of the pilot installation, an additional device is planned for the Dilworth scale facility near Moorhead. These devices will significantly reduce the time necessary to perform vehicle inspections.

An increase in the percentage of time spent in preventative, or proactive activities will reduce the potential for a crash to occur by altering illegal and unsafe behavior, removing potential highway hazards and improving the overall safety environment. While the number of fatalities has decreased, the total number of crashes has remained at essentially the same level for the last 20 years. Motor vehicle crashes are in part classified by the factors which contribute to the crash. Many factors may contribute to a single crash. There are, however, a more limited number of factors that significantly affect the aggregate of traffic crashes. The human behavior factor is listed as a contributing factor in more than 87 percent of all crashes. The majority of activities performed during patrolling prevent crashes by altering driver behavior that contributes to crashes. Reducing these behaviors would reduce crashes. Fluctuation in staffing levels due to natural attrition and funding levels has increased individual work load and decreased available time for preventative patrol. Average annual miles patrolled per trooper has remained static at from 29,985 miles in CY 1989 to 29,963 miles in 1995, while the total number of motor vehicle crashes investigated by the State Patrol increased from 18,349 in CY 1989 to 20,628 in 1995. The State Patrol has never had the resources to provide 24 hour patrolling on all federal and state highway systems. This leaves a good deal of the Greater Minnesota Area without the proactive patrolling and without assistance to motorists from the State Patrol.

Capitol Security

Identification of suspicious persons and suspicious activities being reported to and investigated by Capitol Security is a cost effective security measure for the Capitol complex. Capitol Security investigated 128 suspicious persons/activity in CY 1994 and 131 in 1995. The training of employees and legislative staff with crime prevention classes will assist the rapid identification of these situations. The projected number of investigations in CY 1996 is 236 and 1997 is 243.

Violence in the workplace has increased in recent years. The number of reported assaults in CY

1994 was 33 and in 1995 there were 45. Informing state employees through newsletters, bulletins and training to proactively protect themselves in possible vulnerable situations should reduce this number. Employees and legislative staff are encouraged to utilize the escort services. Notification of domestic restraining orders will assist Capitol Security in reacting rapidly to possible violence in the workplace.

Driver and Vehicle Services Division

The trend during the 1980's and through 1994 was a decrease in first time DWI offenders. However, the percentage of violations that were repeat offenses increased. Programs aimed at preventing the first time offender from repeating the offense includes swift and certain revocation of driving privileges, hard revocation (no limited license for work for the first 15 days of the revocation) and special DWI written examination to regain driving privileges.

The percentage of repeat offenders for CY 1994 was 50 percent and in 1995 was 49 percent. Efforts to change the trend of continued increases in the number of repeat DWI offenders is a top priority for the division. The division has implemented programs aimed at stemming the increases in repeat offenders.

Since the driver license has become the primary identification document for Minnesotans, a license that is secure from alteration and counterfeiting is an indicator of the protection offered to the public. Businesses that use the card for identification for accepting checks, verifying age, etc., benefit because the card is less likely to be tampered with. Law enforcement benefits because of the same reasons. The security features on the improved license include a holographic overlay which is destroyed by an attempted tampering. The name and driver's license or ID card number are printed in several places on the license as well as embedded in a magnetic stripe, with the number also bar coded on the license. The picture of the person is now fused into the card rather than embedded between layers of lamination to prevent replacing the picture. Implementation problems encountered in the first years have now been resolved. By the end of FY 1998 all licensed drivers will have been issued the new license with the increased security features.

The length of time it takes to issue a driver's license after application is an indicator of the quality of service provided. Reduction of the processing time is a top priority for the division. The issuing time with the previous technology did not provide for issuing a license in less than 20 days. The new system will provide for issuance within 10 days. The initial targets for reduction of the issuing time were not met due to implementation problems. However, those problems have now been resolved and the issuing time during FY 1996 averaged 13 days.

Up-to-date driving record information is critical to law enforcement, courts, insurance companies and the division for driver administrative actions, such as suspension or revocation of driving privileges. The electronic transmitted records are updated within 2 days. The division receives approximately 410,000 convictions annually and 55 percent are electronically received. The remaining 45 percent of the convictions entered on the driving record are received from Hennepin, Scott, and Stearns counties, and other states. Hennepin county makes up 85 percent of the 45 per

cent (192,000) paper convictions entered annually.

The division collects approximately \$875 million annually in vehicle registration tax, excise tax, vehicle titling fees and other vehicle fees. Deposit of the monies within 24 hours is mandated by statute. Late depositing by deputy registrar offices results in letters of non-compliance being sent to the delinquent office. Continued late deposits are addressed through administrative rule procedures. The percentage of deposits made within 24 hours, from statewide locations, for FY 1995 was 99.7 percent and in 1996 was 99.8 percent. This percentage has stayed fairly constant over the past years. Deputy registrar's deposits will continue to be monitored for timeliness.

The International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) require that 3 percent of the Minnesota based motor carriers be audited annually. In FY 1995, 62 carriers were audited and in 1996, 76 carriers were audited. The target for FY 1997-1999 is 120 audits a year. Audits have resulted in an increase in registration and fuel tax revenue for Minnesota, as well as other states. In FY 1995 additional revenue of \$45,200 was collected for Minnesota and in 1996, \$66,000 was collected.

The vehicle certificate of title document and record of the title provide information necessary for prospective buyers, financial institutions, law enforcement, vehicle dealers and insurance companies to protect ownership and financial interests in vehicles. Speedy issuance of the document is necessary because many transactions, such as resale of the vehicle, granting loans, etc. are dependent on the presence of the title document. The division plans to continue to issue a certificate of title in not more than six days. In FY 1995 titles were issued in 3.8 days and in 1996, 4.6 days.

It is also important, particularly for law enforcement purposes, that the registration records be kept as up to date as reasonably possible and that license plates and sticker numbers be entered as soon as possible after issuance. For FY 1995 the average percentage of unentered renewals was 1.1 percent and in 1996 it was 1.4 percent.

Alcohol and Gambling Enforcement Division

Gambling Enforcement is, statutorily, the state investigative agency for gambling related enforcement. Because of an extremely high volume of background investigation requests by lawful gambling regulatory agencies in 1995, the division was forced to divert its focus from criminal investigative enforcement to non-criminal regulatory functions. For CY 1994 the number of criminal cases initiated by the division was 293 and in 1995 the number was 274. For 1996 the projection is to initiate 279 cases.

Theft from lawful gambling funds are a threat to the integrity of lawful gambling. Electronic surveillance is utilized to investigate the theft of charitable gambling funds. Electronic surveillance has been an effective tool to detect, apprehend and prosecute those responsible for the thefts. In CY 1995 electronic surveillance investigations were increased by 20 percent.

State law and Tribal/State compacts require background investigations of certain employees

involved in lawful forms of gambling. These background investigations range from basic computer criminal history checks to more comprehensive checks which may include personal interviews, credit checks, networking with other law enforcement agencies and civil court record examinations. The criminal record checks are a significant number of the criminal record investigations requested. In FY 1995, 22,211 record checks were processed in 1996 23,298 were processed. The standard for processing the requests is that 90 percent of the requests will be processed within 10 days of receipt. The timeliness of the information is critical, because the information is used to make employment decisions.

Tribal/State compacts allow for inspection of the premises used for the conduct of blackjack and play of video games of chance at Tribal casinos. By randomly testing these games the public can be assured that the conduct of the games meets the requirements of the Tribal/State Compact. In FY 1994, 413 tests were conducted, 1995, 392 tests and in 1996, 306 were conducted. Future projection are to increase the number of tests by 10 percent each year.

Gambling Enforcement staff responds to complaints from the public regarding video games of chance and blackjack. Gambling Enforcement tests the particular device or game in question. A swift response to the complainant is needed. A response within 5 days of receipt of the complaint is planned by the division.

Alcohol Enforcement has implemented a random inspection program of licensees. The inspection process is regulatory and educational in its scope. An inspection format and training has been provided to the agents. A condensed version of the laws and inspection criteria has been provided to each licensee. The percentage of licensees passing the random inspection is an excellent indication of licensees' general compliance with laws and regulations. In CY 1995, 64 percent of the licensees passed the inspection. Alcohol Enforcement is projecting that 85 percent of the licensees will pass the inspection by fiscal year 2002. With limited resources this appears to be an economical method to continue maintaining a presence with the licensees.

The reduction of the sales of alcohol to underage persons is a priority issue for Alcohol Enforcement. Through a federal grant, the Badges in Business program sent a visible message to the community concerning the legality of, and the risks involved in youth access to alcohol. The division worked with local law enforcement, local liquor licensees and other organizations in a collaborative effort to reduce access of alcoholic beverages by underage persons. Program results for the period November 15, 1994 through September 30, 1996 indicate that liquor licensees have been more conscientious about inquiring into the ages of those that do not look of legal purchasing age in both liquor stores and bars across all project sites. The Badges in Business program ended September 30, 1996.

Starting October 1, 1996 a new, federally funded, Retail Enforcement Education Action and Certification Training Program (REEACT) will identify establishments that have repeatedly been involved in the sale of alcohol to underage and/or intoxicated individuals. The establishments identified as habitual offenders will be required to complete a division certified server training course. After server training the establishments will be monitored, and if similar infractions occur

the division will respond with civil action against the licensee. The plan for the program is to complete 20 investigations during FY 1997.

Office of Traffic Safety

The traffic fatality rate for calendar year 1994 was unusually high at 1.48 fatalities per 100 million miles traveled. Data analysis has not revealed a single cause for the increase from CY 1993 of 1.27. The fatality rate in 1995 was 1.35 fatalities per 100 million miles traveled. Consequently, the targeted reduction to 1.30 for 1994 and 1.25 for 1995 were not achieved. The increased in these years meant that the goals were missed and our targets will be reassessed for the future.

Emphasis will continue in the two top priority areas -- impaired driving and occupant protection. The first is the single greatest contributor to serious and fatal motor vehicle crashes, and whenever/wherever impaired driving is reduced, motor vehicle injuries and fatalities are also reduced. In CY 1995, impaired driving fatalities increased nationwide, and Minnesota was not immune to the increase. The percentage of impaired driving related fatalities was 41 percent. An increase from 1994 of 3 percent. Again the target of 36 percent impaired driving related fatalities was not achieved. The second, occupant protection, is the single greatest reducer of injury severity. According to estimates by the National Highway Traffic Safety Administration, approximately half of the unbelted vehicle occupants killed each year would be alive today had they been protected.

In addition to supporting impaired driving and occupant protection projects, the department will fund several selective enforcement projects under the National Highway Traffic Safety Act. The Safe and Sober campaign will emphasize excessive speed and other hazardous driving infractions. The proportion of fatal traffic crashes that were speed-related in FY 1995 was 24 percent and in 1996 it was 27 percent.

Office of Pipeline Safety

Reduction of the total number of leak repairs is a methodology of measuring the increase in pipeline safety. The Code of Federal Regulations, Title 49, Part 195 and 191 requires operators to report the number of leaks repaired each calendar year. The number of leak repairs reported in CY 1995 was a record low of 9,706. A 20 percent reduction in the reported leak repairs is projected by the end of CY 1999. Pipeline Safety has an inspection program that monitors the operator's performance of the code sections that require the detection and repair of leaks. The initial inspection program started in 1988 and may have increased the number of reported leak repairs for a few years. However, the effectiveness of the inspection program should yield further reduction in the reported repair leaks.

The Commissioner of Public Safety is required under M.S. 216D.03 to approve a non-profit corporation for establishing a central notification center for excavators. The Gopher One Call Notification Center was statutorily established in 1988. The center assists in identifying companies and municipalities with underground utilities in the vicinity of the proposed excavation. Excavators are required to call the center and cannot begin digging for 48 hours after notification to the center.

The success of the "call before you dig" program can be measured by the heightened awareness of excavators and homeowners as measured by increasing calls to the center. A new privately owned one-call center is presently under construction and will be operational in December of 1996 or January of 1997. This facility should provide additional capabilities in responding to calls. Also, continuing public education efforts should increase the number of calls to the center. During calendar year 1994 the number of calls to the center was 498,900 and in 1995 was 487,376.

Pipeline Safety received two federal grants to develop a prototype system for computerized mapping of the pipeline system. The 1995 project focused on the detailed mapping of the southeastern section of the state. The 1996 pilot project mapped portions of two interstate pipelines between Minnesota and Wisconsin. At present 1,200 miles of line have been mapped. An automated pipeline mapping system for the state's major transmission lines will facilitate statewide response and assist in focusing limited inspection resources to areas of the state with the highest risk to population centers and environmentally sensitive areas.

Crime Victim Services

The Crime Victim Services program includes the Minnesota Crime Victims Reparation Board and the Minnesota Crime Victim and Witness Advisory Council. Together these two activities promote high quality, coordinated services for crime victims and witnesses.

The Reparations Board provides financial assistance to victims of violent crimes such as homicides, assaults, sexual assaults, domestic violence, robberies, drunk driving, child abuse, arson and kidnapping. An objective of the program is to ensure that crime victims will receive financial assistance within 3 months of applying. The average processing time for applications in FY 1996 was 3.3 months. Many victims of crime report that if the first award is not received within three months after the crime, the financial impact of the crime is far greater. Without prompt financial assistance, victims may have to resort to extreme measures such as selling their homes or filing for bankruptcy. The Office for Victims of Crime, U. S. Department of Justice recommends that programs meet a standard of 90 to 150 days for making payments on the first expenses submitted by applicants.

Crime Victim Services will strive to improve the statewide percentage of victims filing reparation claims to 15 percent of violent crimes reported. The filing rate ranges from a low of 5 percent in the metro area to a high of 14 percent in the arrowhead region. The filing rate shows the visibility or level of awareness about the reparations program. However, the rate of filing is perhaps also affected by the availability of other sources of payment, such as health insurance and medical assistance. Distribution of program information in the Greater Minnesota Area and within certain communities within the metropolitan area is a priority.

Increasing the percentage of the collection of restitution and civil awards by 5 percent each year is an objective the program works to achieve. In FY 1996 restitution collection increased 102 percent, and civil award collection increased 219 percent. Collection of restitution and civil awards has always been a priority of the Reparations Board. However, smaller increases are expected during

the next biennium.

Measuring the satisfaction of claimants is an excellent barometer of the program. The claimant satisfaction survey results for FY 1996 was 70 percent. Several improvements have already been implemented in response to comments on the surveys. By FY 1998 the goal is to improve the claimants' satisfaction to 80 percent.

The Council receives many requests for program development ideas and presentations to community boards. With decreasing funds and increasing needs, local communities are realizing that they need an innovative way to meet crime victims' needs. The number of communities receiving program development assistance increased from 2 in FY 1995 to 11 in 1996.

Office of Crime Victims Ombudsman

The Office of Crime Victims Ombudsman (OCVO) exists to discourage mistreatment of crime victims and to ensure compliance with statutory protection for crime victims and witnesses. Most violations of the rights of crime victims/witnesses by criminal justice professionals occur because of lack of knowledge and/or resources and are not intentional acts. There is some evidence which demonstrates that providing training is effective. Initial reports indicate that the number of complaints from crime victims/witnesses were reduced in areas where training was provided. It should be noted, however, that if citizens are unaware of their statutory protections, services available or opportunities for recourse, they will not file a complaint even if an agency violates their rights. It is, therefore, incumbent upon the OCVO to provide balance by initiating as many community contacts as possible to ensure that community members are aware of their rights, available services and recourse opportunities through the OCVO.

Currently, indications are that citizen requests for service have increased after OCVO participation in local community resource fairs, articles written in community papers, speaking engagements, and community meetings. In the future, the OCVO will track and compare these two factors to project the benefits of this use of resources. The OCVO has a goal of reaching at least 12 communities year through its community participation in resource fairs. Outreach will be provided to the Greater Minnesota area by advertising in local papers in at least two communities that the OCVO will be available to provide information, education and assistance in filing reports of victim/witness rights violations. Additionally, the OCVO is prepared to conduct at least four educational seminars to community groups each year.

Finally, it is imperative that victims receive quality service from the OCVO and are not re-victimized further. Therefore, citizens' satisfaction with the OCVO's services is the best measure of the program's effectiveness. As a result, the OCVO has been sending a citizen's satisfaction survey to complainants at the close of an investigation since 1994. During CY 1995, the satisfaction level on a scale of 1 to 5, was 3.25. The objective of the OCVO is to increase the satisfaction level to 4 within the next biennium. One factor that adversely impacts the OCVO's ability to resolve complaints satisfactorily is the fact that citizens' anger and desire for punitive measures cannot be satisfied fully by the OCVO.

AGENCY PERFORMANCE REPORT

1996

**PUBLIC SAFETY
DEPT**

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AGENCY : PUBLIC SAFETY DEPT**MISSION**

The mission of the Department of Public Safety is to protect people and property in Minnesota through prevention, regulation, enforcement, information and service.

GOALS

- To provide leadership and support to all state and local units of government whose responsibilities encompass safety
- To provide protection for people through enforcement and regulation
- To assure the transportation safety of people
- To reduce the detrimental effects of drug use (including alcohol) on people
- To reduce the impact of violent crime on people
- To safeguard and promote the safety of children
- To inform and educate people on safety issues
- To provide timely and effective services in times of emergency and disaster
- To provide quality records and documents, in a timely manner, for the use and protection of people and businesses

The department is currently organized into eleven (11) programs. Each program has specific statutory authority to accomplish the goals of the department. Previously, the number of programs was thirteen (13). Effective July 1, 1996 the Drug Policy and Violence Prevention program was statutorily moved to the Department of the Children, Family, and Learning. Effective fiscal year 1997 the Gambling Enforcement Division and the Liquor Control Division were combined administratively into one division. The division has been renamed Alcohol and Gambling Enforcement Division. This change will better utilize the resources of each office. Effective fiscal year 1997 Capitol Security was administratively incorporated into the State Patrol Division. The change was instituted to better utilize the resources of the division.

The department interacts with various state and local agencies. Some of the state agencies are the Department of Human Services, Department of Health, Department of Agriculture, and the Department of Natural Resources. The Department acts as an agent for the Department of Revenue in the collection of motor vehicle excise tax and assists in the collection of liquor sales tax. Public Safety also works closely with the Department of Transportation by supply them with accident records cause and location data. Information is also supplied to the Pollution Control Agency involving automobile emissions laws.

The department is a repository of conviction data for both criminal and driver license operators, and acts as a repository for liquor licenses and dram shop insurance policies. Assistance and support are given to all local law enforcement agencies, fire departments and public safety agencies via planning, investigative assistance, criminal justice records network, laboratory expertise and laboratory analysis of evidence. Grants to assist in improvement of the safety of the public are approved through the department.

WAYS TO IMPROVE PROGRAM OUTCOMES

Minnesota has a secondary seat belt law. The current use rate is 65 percent. Safety belt use in states with primary enforcement of seat belt laws average 12 percentage points higher than in secondary enforcement states. Iowa, which has a primary law, has a seat belt use of 73 percent. If Minnesota's rate had been 73 percent in 1993, we could have expected to save over 50 lives and prevent nearly 400 serious injuries in that single year. Crash victims wearing seat belts average 60 to 80 percent lower hospital costs than unbelted victims. A primary enforcement law in Minnesota could save lives.

EMPLOYEE PARTICIPATION

The worker participation committee has been involved in performance issues since its inception. The committee members worked on a survey of employees and recommendations for needed changes were defined. The Managers moved forward in instituting the identified changes. The committee has been afforded the opportunity to recommend changes in the draft of the Performance Report.

Date : December 3, 1996

Agency Expenditure Summary

F.Y. 1996

NAME	(in thousands \$)	% of \$	FTE	% of FTE
AGENCY: PUBLIC SAFETY DEPT	\$139,890	100.0%	1,822	100.0%
PROGRAM: EMERGENCY MANAGEMENT	\$12,236	8.7%	40	2.2%
PROGRAM: CRIMINAL APPREHENSION	\$17,882	12.8%	210	11.5%
PROGRAM: FIRE MARSHAL	\$3,219	2.3%	53	2.9%
PROGRAM: STATE PATROL	\$53,832	38.5%	817	44.9%
BACT: CAPITOL COMPLEX SECURITY	\$1,961	1.4%	52	2.8%
PROGRAM: DRIVER & VEHICLE SERVICES	\$29,593	21.2%	541	29.7%
BACT: ALCOHOL ENFORCEMENT	\$551	0.4%	8	0.4%
BACT: GAMBLING ENFORCEMENT	\$1,347	1.0%	15	0.8%
PROGRAM: TRAFFIC SAFETY	\$2,725	1.9%	11	0.6%
PROGRAM: PIPELINE SAFETY	\$1,131	0.8%	16	0.9%
PROGRAM: CRIME VICTIMS SERVICES	\$2,933	2.1%	11	0.6%
PROGRAM: CRIME VICTIMS OMBUDSMAN	\$289	0.2%	6	0.3%

Agency : PUBLIC SAFETY DEPT

Program : EMERGENCY MANAGEMENT

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$12,236	8.75%
From Federal Funds	\$8,724	
From Special Revenue Funds	\$896	
Trunk Highway Funds	\$19	
General	\$2,597	
Number of FTE Staff:	40	2.20%

GOALS :

- To reduce the impact of disasters on citizens and communities by providing planning, training, exercising, and prevention (mitigation) programs and support. (M.S. Chapter 12, 115E, 299K)
- To coordinate and participate in state agency response to disaster/emergency situations and to provide timely disaster assistance. (M.S. Chapter 12, 115E, 299A 48-52)

DESCRIPTION OF SERVICES :

The Division of Emergency Management (DEM) works to reduce or eliminate the effects of natural or technological disasters by promoting and ensuring emergency preparation, coordinating and participating in state agency response, and providing resources for recovery.

DEM serves the public safety providers in the state through its emergency planning and prevention (mitigation) activities. These activities include the development of planning tools, one-to-one direct assistance with planning, review of local emergency plans, participation in training and exercises, development of hazard mitigation efforts, and administration of various financial planning assistance and grants programs.

The division coordinates and participates in state agency response to emergency situations. Response activities of program staff range from telephone consultation to on-scene visits to leading joint actions in the state Emergency Operations Center during a large scale disaster such as a nuclear power plant accident. Recovery activities of DEM include coordinating the delivery of disaster assistance via multiple federal and state disaster relief funds. The assistance is directed to individual citizens for recovery from a disaster and to local governments for rebuilding the local infrastructure. The ultimate goal of recovery is a return to normal conditions for the citizens and community affected by the disaster.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNium YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
A	FY	Number of county and city plans reviewed.	123	34
	FY	Number of public safety personnel trained.	2,769	2,437
OD	FY	Number of exercise/training grants to local governments/other local parties.	43	32
OD	FY	Amount in Emergency Management Assistance given to counties (\$in thousands)	\$996	\$170*
	FY	Number of hazard mitigation projects approved by state.	4	17
	FY	Number of agency notifications by Duty Officer.	20,696	21,246
	FY	Average number of monthly on-site response actions.	3	3
	FY	Average number of monthly incident consultations.	15	18
W	FY	Number of counties declared (presidential) disasters.	0	36
	FY	Amount of disaster assistance to local governments (\$ in thousands)	\$640	\$6,285

PROGRAM DRIVERS :

Frequency of disasters: During state fiscal years 1995 and 1996, five presidential disaster declarations were open and active. Three of the five disasters occurred in FY 1996. Five open disaster declarations is the largest number handled in a fiscal year by DEM staff. With each disaster, staff time is diverted from planned activities to damage assessments, field offices, assistance applications, and grants administration. This diversion of staff time has significantly delayed planned technical improvements to the program.

Requests for emergency management support: The program provides emergency management assistance to local governments. This includes financial and technical support. The program's financial support depends on federal funding. The state's federal funding request is \$2,400,000. Currently, the state receives \$1,032,000. The shortfall between the request and receipt is and has been approximately \$1,000,000 for a number of years. In addition, there is a moratorium on federal funding requests. If all Minnesota requests were processed, the shortfall would be closer to \$3,000,000 per year. This underfunding of the local programs limits the resources available for emergency planning activities. The program's technical assistance is delivered by staff; due to increased program visibility during recent disasters, there has been an increase in requests for technical assistance. These requests further strain staff resources.

Increased number of planning mandates: Changes in federal law such as the Clean Air Act Amendments of 1990 and the Oil Pollution Act of 1990 require more emergency preparations by industry. These requirements are driving increased requests for technical assistance.

Improved communications and information transfer: Improved communications systems have increased the number of technical assistance requests and increased the program's ability to respond during an incident. New technology allows staff on-scene to provide communications links for affected parties and to access other resources more effectively.

*Note: In FY 1996, grant payment to counties were \$170,000. However, \$95,000 in grant payments were made in the first quarter of FY 1997 (fourth quarter of FFY 1996) for a total of \$1,026,000 in grant payments to counties.

- Goal 1** : To reduce the impact of disasters on citizens and communities by providing planning, training, exercising, and prevention (mitigation) programs and support.
- Objective 1** : Mitigation - To implement a hazard mitigation program by developing the Minnesota Long Term Recovery/Hazard Mitigation (MN LTR/HM) Plan and obligating 90% of available Hazard Mitigation Grant Program monies within two years of a disaster declaration through the year 2000.

Measure 1 : The % of funds obligated for hazard mitigation projects within two years.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
% within 2 years						
Actual			100/73%			
Target				90%	90%	90%

DEFINITION :

The state approval of a hazard mitigation project represents the final state-controlled step in the process to get funding into the hands of local governments for prevention activities. Hazard mitigation projects are designed to reduce future losses. Projects are proposed to and approved by a state interagency working group which represents a range of state interests and resources. DEM acts as the coordinator of this interagency group.

RATIONALE :

This measure describes DEM's ability to help local governments implement hazard mitigation projects by providing state funding in a rapid manner.

DATA SOURCE :

The status of hazard mitigation project applications, approvals, implementation, and completion is tracked by the division. Fiscal information related to the projects is tracked by the division and in MAPS.

DISCUSSION OF PAST PERFORMANCE :

Funding for hazard mitigation projects is triggered by a disaster declaration. The table below describes mitigation project history since FY 1990. Mitigation projects range from improved warning systems to purchase of flood prone properties to replacement of overhead power lines to bark beetle trapping. Small projects can move from approval to completion within one year; large projects may take up to four years for completion.

Disaster #	FY Declared	FY \$ Avai	# Projects	% Obligated w/in 2 years
824	1989	1990	4	50% (100% by FY94)
929	1992	1992	3	0% (100% by FY96)
946	1992	1993	0	-- No projects
993	1993	1994	17	90%
1064	1996	1996	8	73% through FY96 (period incomplete)
1078	1996	1996	2	100%
1116	1996	1997	--	-- Projects expected
Future	--	1998	--	90%

PLAN TO ACHIEVE TARGETS :

DEM has dedicated staff to review, approve, and close-out hazard mitigation projects for all open disasters. DEM has developed a state plan for hazard mitigation and long term recovery issues. Prototype local mitigation plans are currently under development. The combination of funding resources and local guidance/assistance is designed to produce successful local projects which reduce future losses.

OTHER FACTORS AFFECTING PERFORMANCE :

Hazard mitigation project implementation is controlled by local interests. The Federal Emergency Management Agency also has an approval/oversight role which affects the promptness of project implementation (after state approval). Both of these factors place the timeliness of the outcome, a successful project, outside the control of DEM. Local interest in reducing future losses is also tied directly to recent experience. Communities/individuals which have recently suffered a loss are much more likely to engage in mitigation than communities/individuals who have suffered a loss some time in the past.

- Goal 1** : To reduce the impact of disasters on citizens and communities by providing planning, training, exercising, and prevention (mitigation) programs and support.
- Objective 2** : Preparedness - To implement the four year planning cycle, including planning, training, exercise and information support, through review of 137 county and city plans by the year 2000.

Measure 1 : The number of county plans reviewed by the state (by federal fiscal year, Oct. 1 - Sept. 30) .

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Plans reviewed						
Actual	77	123	34			
Target				35	33	31

DEFINITION :

DEM reviews county and select city all hazard emergency plans for content and currency. A review is a record of direct DEM staff contact with the individual(s) responsible for orchestrating a county/city response to a disaster. This direct contact is the program's best opportunity to provide technical assistance and to promote progressive emergency management efforts.

RATIONALE :

Each plan review represents a contact between DEM and a local emergency planner/planning organization. During this contact, DEM staff have an opportunity to provide direct assistance on planning, training, exercising and mitigation issues.

DATA SOURCE :

The division maintains records on plan reviews, training, exercises and other related activities by planning jurisdictions across the state.

DISCUSSION OF PAST PERFORMANCE :

In past years, staff annually reviewed the plan in each county/city which received emergency management assistance funding. Beginning in FY 1996, staff will be reviewing a county/city plan once in a four year time period. Other interested parties such as county boards, local public safety groups, and neighboring counties are charged with reviewing the plans in the other three years. This strategy is designed to increase local involvement in the planning process and allow greater flexibility to local planners. This change to a four year cycle is reflected in the decreased number of DEM plan reviews starting in FY 1996.

PLAN TO ACHIEVE TARGETS :

Progressive emergency management involves planning for hazards, public safety specific response and recovery training, testing of plans and procedures, and assessment of hazards. DEM has been and will be involved with planning through plan reviews and provision of planning guidance. Training needs will continue to be supported through a comprehensive training program which addresses all aspects of emergency management. Information on hazards will continue to be made available to planners, responders and the public. Local governmental and private facility involvement will continue to be promoted and fostered through grants programs designed to interconnect local parties.

OTHER FACTORS AFFECTING PERFORMANCE :

The all hazard emergency plans are written by local emergency managers. The level of commitment on the part of the local government to emergency planning is directly reflected in the plan quality and/or the level of participation in the planning process. DEM can influence local support through limited financial assistance and grants and through staff contact; however, the majority of planning support must come from the local government.

- Goal 2** : To coordinate and participate in state agency response to disaster/emergency situations and to provide timely disaster assistance.
- Objective 1** : Response - To provide information, state agency notifications, resources, and personnel immediately to/for reporting parties on 100% of the incidents reported to the emergency management center (Minnesota Duty Officer) through the year 2000.
- Measure 1** : The percentage (and number) of responses by the Minnesota Duty Officer.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number of notifications made						
Actual	19,279	20,696	21,246			
Percent of notifications						
Actual	100%	100%	100%			
Target				100%	100%	100%

DEFINITION :

The Minnesota Duty Officer receives calls from facilities who are reporting hazardous material spills, requests for assistance from the hazardous materials response teams, weather warning from the National Weather Service, missing aircraft reports, crime victims/ witnesses services, and search and rescue requests for assistance. The 24 hour center operated by DEM receives phone call notice of incidents which are required to be reported to one or more state agencies. In turn, the Duty Officer notifies critical state agency staff of the incident and provides a communication link between the reporting party and the critical state staff. For each incoming call, the Duty Officer will make two to six outgoing notifications. This notification system triggers state response to incidents and is available 24 hours a day. The number of notifications represents DEMs response to reported incidents.

RATIONALE :

The percent of responses and resulting notifications is a direct measure of DEM's response to reported incidents.

DATA SOURCE :

The Minnesota Duty Officer program tracks all incoming notifications/requests and all outgoing notifications.

DISCUSSION OF PAST PERFORMANCE :

The use and users of the Duty Officer program have increased each year. Advancements in communications technology make technical assistance readily accessible through the system. Past success with providing access to personnel and other resources has increased the willingness of reporting parties and responding parties to use the Duty Officer system.

PLAN TO ACHIEVE TARGETS :

The Duty Officer program continues to be the focus of staffing and technical improvements. Full implementation of computerized call-out systems, emergency information systems, and reporting expert systems will make Duty Officer response more rapid. Increased availability of technical resources such as state staff, hazardous materials response teams, and equipment will allow the Duty Officers to connect the reporting party with the needed resource.

OTHER FACTORS AFFECTING PERFORMANCE :

The critical component of the Duty Officer program is staff. In the past, the program was insufficiently staffed and equipped and service varied. DEM is dedicated to improving state response to emergencies and has invested resources in program staff, staff training, and equipment over the last 4 years. These improvements have enabled the program to address the 63% increase in activity since 1993. Service expectations for the program are continuing to increase. The increased service demands can not be met at current staffing levels. Increased activity levels in this program will require new staff or reallocation of existing staff. Reallocation of existing DEM staff to this activity will reduce the division's ability to meet targets in other areas, most notably, preparedness.

- Goal 2** : To coordinate and participate in state agency response to disaster/emergency situations and to provide timely disaster assistance.
- Objective 2** : Recovery - To submit all state disaster applications within thirty (30) days following a disaster, and to provide individual assistance payments within seventy two (72) hours of receiving an acceptable individual assistance application.
- Measure 1** : The percent of state disaster applications submitted within thirty days.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Applications submitted						
Actual	90%	N/A%	100%			
Target				100%	100%	100%

DEFINITION :

The percentage of state disaster applications submitted within thirty days provides a measure of DEM's ability to compile a complete preliminary damage assessment and triggers assistance in a timely manner. The damage assessment process involves local officials, a formal damage assessment method, and DEM staff with damage assessment information collection. All three of these components need to be managed in order to meet the thirty day objective.

RATIONALE :

A disaster application must be completed and submitted to start the disaster assistance process. This measure describes the timeliness of DEM's actions to trigger the disaster assistance process.

DATA SOURCE :

The division tracks all disasters, dates of disasters, application dates and disaster assistance processes.

DISCUSSION OF PAST PERFORMANCE :

DEM has successfully filed disaster applications in the past. The large number of recent disasters has provided staff with experience in the process and in working with federal authorities.

PLAN TO ACHIEVE TARGETS :

The key to a successful state application for federal assistance is a rapid damage assessment. To that end DEM has developed a Disaster Management Handbook for local officials, has dispatched staff to assist with local assessments, and is working with FEMA to automate the process. In anticipation of changes to federal assistance programs, DEM is investigating mutual aid arrangements with contiguous states and Canada to provide long term recovery assistance. DEM is also investigating the potential for a state assistance program in the event a federal assistance application is denied.

OTHER FACTORS AFFECTING PERFORMANCE :

DEM is dependent on local officials for a major portion of a preliminary damage assessment. Without local involvement, DEM could not effectively submit an application. The success of an application is determined by the federal authorities. Current national discussions have focused on changes to federal disaster criteria which could reduce the likelihood of obtaining federal assistance in the future. The ability of DEM to make individual disaster assistance payments within 72 hours is currently unknown. 72 hour turnaround was possible under the past state accounting system but may not be possible under the current accounting system.

Agency : PUBLIC SAFETY DEPT

Program : CRIMINAL APPREHENSION

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$17,882	12.78%
From Federal Funds	\$780	
From Special Revenue Funds	\$1,842	
Trunk Highway Funds	\$977	
General	\$14,283	
Number of FTE Staff:	210	11.50%

GOAL :

- To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota. (M.S. Chapter 299C)

DESCRIPTION OF SERVICES :

The BCA Forensic Science Laboratory identifies and compares physical evidence for law enforcement agencies. Lab scientists provide expert testimony in court regarding their examinations and provide specialized training to law enforcement officers. The alcohol section tests blood and urine samples in DWI and other cases. The breath test section trains law enforcement officers in breath testing procedures and checks and repairs intoxilyzers and portable breath testers. The arson chemistry section provides examinations to determine the presence or absence of accelerants in fire debris and explosives in explosion debris, characterizes greases and oils, and identifies miscellaneous unknown substances. The crime scene team provides on-site crime scene processing services for major, violent crimes across the state. The drug chemistry section identifies and quantifies controlled substances and non-controlled pharmaceutical products and identifies the active ingredient in psychoactive plant materials.

The laboratory DNA Section compares the DNA profile obtained from blood and semen stains recovered from evidence samples to the DNA profiles of suspects and victims. The convicted sexual assault offenders are profiled and compared with profiles obtained in criminal cases where no suspect has been identified. The firearms and toolmarks section conducts tests on bullets, cartridge cases and firearms to identify weapons used in crimes; restores serial numbers on weapons and vehicles, and identifies tools used to make unknown toolmarks. The latent print section compares unknown latent prints with suspect prints for identification and uses the Midwest Automated Fingerprint Identification Network (MAFIN) to identify unknown latent prints. The microanalytical section identifies and compares samples of glass, paints, fibers, wood, soil, broken objects and other materials. The photography section develops crime scene and other sensitive photos submitted by law

enforcement agencies and photographs evidence to aid in analysis, investigation and courtroom presentation. The questioned documents section examines questioned signatures and handwriting; for the presence of alterations, obliterations, chemical or mechanical erasures, evidence of tracing or simulation. It also examines documents to determine whether they are counterfeit or genuine. The serology section identifies blood, semen, saliva and other body fluids on evidentiary materials and conducts blood spatter pattern interpretation. The toxicology section analyzes blood and urine samples in DWI and other cases for drugs, and examines other body fluids and tissues to detect drugs or other substances.

The Criminal Justice Information Systems Section (CJIS) manages a series of computerized information systems which index criminal justice information concerning crimes and criminals of state and national interest. The Computerized Criminal History (CCH) is the state central repository for data on subjects arrested for gross misdemeanor and felony offenses. It is used by the criminal justice community for decisions regarding investigations, arrests, bail/bond, charges, plea bargains, convictions, probation and placement in correctional facilities. It is also used to conduct background checks on individuals seeking employment or licensing for various positions. Fingerprints provided by law enforcement on an arrest are checked against known information housed in the MAFIN system. This system searches for matches and assists in detecting records under alias names. CJIS "Hot" files contain information on wanted and missing persons and stolen property such as vehicles and guns. Instant access to this data is critical to law enforcement operations. The Criminal Justice Reporting System (CJRS) collects statistical information. This information is published annually in the MN Crime Information book and is also reported to the FBI Uniform Crime Reporting program for national compilations of crime data. The Criminal Justice Datacommunication Network (CJDN) is a dedicated statewide network which provides access to all the systems noted above, driver license and motor vehicle registration data as well as other data. This network is interfaced with the National Crime Information Center (NCIC) network which provides nationally indexed criminal and "hot" files. The CJDN is also interfaced with the National Law Enforcement Telecommunications System (NLETS) which links local, state and federal agencies together.

The St. Paul Regional Office (SPRO) provides investigative assistance to the southern half of the state, including the Twin Cities, and field offices in Marshall, Mankato, Center City, Hastings, Buffalo, Rochester and St. Paul. This office houses the Criminal Assessment Program (CAP), which includes the Sex Homicide Offense Tracking System (SHOTS), criminal profiling, Violent Criminal Apprehension Program (ViCAP), sex offender registration program, missing children program and the cold homicide case unit. The CAP unit uses computer technology extensively to assist in the investigation of unsolved and serial sexual assaults and homicides. The Bemidji Regional Office (BRO) provides investigative assistance to the northern half of the state and has field offices in Thief River Falls, Grand Rapids, Brainerd, Duluth and Moorhead.

The Special Investigations Unit (SIU) conducts investigations of mid and upper level drug trafficking organizations. Investigations are conducted in cooperation with local and county law enforcement, multi-jurisdictional drug task forces and various federal law enforcement agencies. SIU agents are assigned to the Drug Enforcement Administration (DEA) Task Force in Minneapolis, the Federal Bureau of Investigation's Violent Crime Task Force and the Airport Interdiction Unit. The SIU coordinates involvement in the DEA Domestic Cannabis Suppression Program.

The Training and Development section provides training for law enforcement officers throughout the state in subjects such as narcotics, criminal investigations, evidence collection techniques, and law enforcement management. This section houses the only state-funded D.A.R.E. (Drug Abuse Resistance Education) training center in the country.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
A	FY	Lab, total cases	12,154	12,870
A	FY	Lab, homicides	87	89
A	FY	Lab, death investigations	319	313
A	FY	Lab, sexual assaults	455	478
A	FY	Lab, drugs	1,930	2,186
A	FY	Lab, arson	257	196
A	FY	Lab, burglary	377	362
A	FY	Lab, DWI alcohol	6,942	7,512
A	FY	Lab, DWI drugs	557	594
A	FY	Lab, all others	1,230	1,140
A	FY	DNA cases reported	283	359
A	FY	DNA convicted sex offender data base	1,203	1,078
A	FY	Laboratory expert testimony	350	386
A	FY	Crime scenes	91	100
A	FY	CJIS number of fingerprint cards received	41,200	42,903
A	FY	CJIS non-criminal justice record requests	89,620	110,761
A	FY	CJIS number of agencies w/livescan capability	10	12
A	CY	Number of homicides statewide	148	183
A	CY	Number of adult arrests statewide	152,149	162,837
A	CY	Number of juvenile arrests statewide	63,499	68,212
A	CY	Death investigations	65	65
A	CY	Crime scenes investigations	82	91
A	CY	Narcotics investigations	210	238
A	CY	Missing children/kidnappings invest	4	5
A	CY	Internal affairs investigations	17	27
A	CY	BCA investigations conducted	394	443

PROGRAM DRIVERS :

The violent crime rate has shown a slow but steady increase over the past several years and certain violent crimes, such as homicides and juvenile crime, have increased dramatically in the last two or three years. The homicide rate was up nearly 25 percent from 1994 to 1995, and the rate for calendar year 1996 is nearly keeping pace with 1995. This is due to several factors, including socioeconomic conditions, the influx of people to Minnesota from other states and foreign countries, a significant increase in domestic violence, a continuing increase in officer-involved shootings, and the continuing impact of drug and alcohol use and abuse throughout the state of Minnesota. For example, there has been a 14.6 percent increase in narcotics arrests from 1994 to 1995 within the state.

The BCA continues to build on an excellent reputation within the law enforcement community and the entire criminal justice community to assist in addressing violent crime. The BCA investigative section and the combined Forensic Science Laboratory and investigative crime scene response resources are devoted solely to the area of violent crime. This crime scene and other specific death scene and violent sexual assault investigative expertise is increasingly requested from all agencies in the metropolitan area. It is significant to note that the BCA no longer devotes resources to investigating nonviolent crimes such as property crimes, car thefts and some financial crimes, as it did in past years.

The field of forensic science has been greatly affected by the exponential development of scientific technology. Developments in such diverse areas as genetics and computers are occurring so rapidly that both methods and equipment are outdated almost as quickly as they are brought on line. Fingerprint technology and DNA testing are two high-profile examples of this phenomenon.

The demand for information has increased dramatically both in the criminal and noncriminal justice communities. This increased demand dictates that the BCA change the way it does business in order to meet the mandates of complete, accurate and timely information. This includes working with the entire criminal justice information community to improve data standards and sharing. Dramatic changes in technology and the proliferation of that technology at the local and federal levels requires that the development of new interfaces and capabilities to meet the needs of clientele.

Goal 1 : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.

Objective 1 : To maintain at least a 95% satisfaction with the quality of Forensic Science Laboratory services to the criminal justice community.

Measure 1 : Semiannual surveys of County Attorneys, Chiefs and Sheriffs rating the forensic science laboratory services of the BCA.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Satisfaction						
Actual			95%			
Target				90%	90%	90%

DEFINITION :

A client satisfaction survey is given every other year to the chiefs of police association annual meeting attendees, and all 87 sheriffs. In F.Y. 1996 the state sheriffs were surveyed and 95% rated the services of the BCA as good or excellent.

RATIONALE :

Satisfaction of clients with the BCA's services is of paramount importance and is a direct measure of the BCA's legislative mission. This survey provides continuous feedback on the satisfaction of the law enforcement community.

DATA SOURCE :

Semi-annual BCA survey results of County Attorneys, Minnesota Chiefs of Police and Minnesota Sheriffs.

DISCUSSION OF PAST PERFORMANCE :

The BCA has traditionally experienced a high level of satisfaction among clients; it started surveying clients in F.Y. 1993. One item most often referred to in surveys is the desire for faster turnaround time, therefore turnaround time improvement has been identified as a separate laboratory objective.

PLAN TO ACHIEVE TARGETS :

The projections for turnaround time for the next biennium will adversely impact the satisfaction level for the laboratory. The BCA will continue to analyze survey results, implement needed changes and provide high quality, mandated and critically needed forensic science laboratory services to the law enforcement community.

OTHER FACTORS AFFECTING PERFORMANCE :

The BCA's reputation for professional and expert service continues to grow. An increase in case submissions over the past two fiscal years and continuing increases, especially relating to drugs and homicides, affects the laboratory's ability to provide timely services.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 2** : The BCA Forensic Science Laboratory will maintain a quality assurance program designed to meet or exceed the requirements of the American Society of Crime Laboratory Directors Laboratory Accreditation Board Accreditation Program by the year 2000.

Measure 1 : Laboratory accreditation and annual reviews.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Accredited						
Actual	Accredited	Pass	Pass			
Target				Pass	Pass	Reaccred

DEFINITION :

Laboratory Accreditation of Forensic Science Laboratories (Crime Laboratories) is achieved through a national program administered by the Crime Laboratory Directors Laboratory Accreditation Board (ASCLD-LAB). The program demonstrates that the laboratory management, operations, personnel, procedures, equipment, physical plant, security, and health and safety procedures meet established standards. Accreditation requires a full review of the laboratory including an on-site inspection. The initial accreditation is granted for five years with annual reviews. Reaccreditation requires a repeat of the initial audit and inspection.

RATIONALE :

Laboratory Accreditation along with it's associated quality assurance and quality control programs are a method of ensuring the highest quality Forensic Science Laboratory service to clients.

DATA SOURCE :

Crime Laboratory Directors Laboratory Accreditation Board and the BCA Laboratory.

DISCUSSION OF PAST PERFORMANCE :

The BCA Forensic Science Laboratory applied for Accreditation from ASCLD-LAB and was inspected March 7-11, 1994. Accreditation was granted in the Laboratory's major disciplines on June 18, 1994 for a period of five years. This was contingent on the submission of Annual Accreditation Review Reports due on July 1, 1995, and each subsequent year. The Laboratory will be due for reaccreditation in 1999.

PLAN TO ACHIEVE TARGETS :

The BCA Laboratory will maintain a Quality Assurance Program designed to meet or exceed the requirements of ASCLD-LAB.

OTHER FACTORS AFFECTING PERFORMANCE :

ASCLD-LAB accreditation criteria are not static and revisions of criteria have occurred at least twice since the program's inception.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 3** : To reduce the turnaround time of Forensic Science Laboratory reports by the year 2000 so that 10% are sent in less than one week, 50% in less than 2 weeks and 40% in less than 1 month.

Measure 1 : Average turn around time by laboratory section in days.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Arson						
Actual	58	65	73			
Target				60	30	30
DNA						
Actual	116	129	14			
Target				105	30	15
PCR/DNA						
Actual	44	45	38			
Target				30	30	15
Drugs						
Actual	25	29	39			
Target				35	30	30
Firearms						
Actual	95	102	80			
Target				70	60	60
Fingerprint						
Actual	50	72	39			
Target				39	30	30
Trace evidence						
Actual	44	39	32			
Target				30	20	20
Serology						
Actual	43	45	40			
Target				30	15	15
Toxicology						
Actual	45	60	62			
Target				60	60	60
Documents						
Actual	49	43	38			
Target				30	30	30

DEFINITION :

Laboratory turnaround time is defined as the time between the receipt of physical evidence at the laboratory and the issuance of a report to the submitting agency. The average time reported here are based on all reports completed during the indicated fiscal years by laboratory section.

RATIONALE :

The scientific analysis of physical evidence is often necessary to establish that a crime has been committed, for example in controlled substance identification or alcohol levels determined for DWI's. In addition, such analysis may be necessary to link a suspect to a crime, for example fingerprint and DNA identifications. Timely laboratory results enable law enforcement to more effectively solve and clear crimes.

DATA SOURCE :

BCA laboratory data base.

DISCUSSION OF PAST PERFORMANCE :

The BCA laboratory has significantly expanded its forensic science services both in scope and complexity. In addition, the number of submissions have continued to increase and the courts have demanded more scientific analysis of physical evidence.

PLAN TO ACHIEVE TARGETS :

The BCA laboratory plans to implement technology innovations, particularly in the DNA area, that will result in significant improvements in turnaround time. Automation in the form of robotics and computerization will be evaluated and implemented whenever possible. Internal focus groups will be established to evaluate ways to streamline processes. Cross training in various scientific specialties and hiring and training new scientists will be done as funding allows.

OTHER FACTORS AFFECTING PERFORMANCE :

Increase in submissions (possible closing of St. Paul Police Department Crime Laboratory).

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 4** : To increase the effectiveness of computerized evidence databases by 20% by the year 2000.
- Measure 1** : Database "cold hits" and linked cases.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
DNA						
Actual			11*			
Target				5	6	7
Linked cases						
Actual			23*			
Target				6	7	8
AFIS						
Actual	32	37	41			
Target				50	60	70
Drugfire						
Actual	N/A	N/A	N/A			
Target				N/A	N/A	N/A

DEFINITION :

A "cold hit" is a situation where evidence on a case with no suspect is examined (for example a DNA profile of a semen stain) and comparing that examination with a computerized database results in an identification. Linked cases are cases where examination of evidence shows that the cases are related.

RATIONALE :

The BCA laboratory is legislatively mandated to collect DNA samples from convicted sex offenders. The laboratory processes the samples and enters them into a DNA offender data base. The laboratory also maintains a forensic data base of DNA profiles from all cases that often leads to linking. The BCA is scheduled to connect to the national DNA offender data base when it goes on line.

The BCA maintains the AFIS computerized fingerprint system, and the laboratory has a latent fingerprint terminal to search open cases against that data base. Searching the data bases can result in a "cold hit", where a subject is identified and there was no suspect or there was an incorrect suspect.

Drugfire is a firearms database of bullets and cartridge cases developed by the FBI. Drugfire has been shown to be useful in linking cases involving firearms. A Minnesota Drugfire Consortium has been established and will consist of a system server and workstation at the BCA Forensic Science Department and Hennepin County Sheriff's Department.

DATA SOURCE :

BCA laboratory data base.

DISCUSSION OF PAST PERFORMANCE :

The BCA laboratory has the highest rate of "cold hits" from the DNA database in the country.

*Total since 1991.

PLAN TO ACHIEVE TARGETS :

The BCA lab will maintain DNA offender and forensic data bases and link them to national DNA database. The lab will also maintain the AFIS data base. Minnesota has been awarded a \$149,000 grant by the Bureau of Justice Assistance to purchase computer hardware and software to establish a Minnesota Drugfire Consortium.

OTHER FACTORS AFFECTING PERFORMANCE :

Ability to maintain a Drugfire network may depend on future state funding.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 5** : To increase the effectiveness of Minnesota's law enforcement officers to identify and process drunk drivers by the year 2002.

Measure 1 : Average turnaround time in days.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
DWI Alcohol						
Actual	10	11	7			
Target				10	20	25
DWI Drugs						
Actual	45	60	62			
Target				70	80	90

DEFINITION :

The average turnaround time is the difference between the receipt of the evidence in the laboratory and the date the report is issued.

RATIONALE :

The identification of drivers suspected of DWI requires the quantitative analyses of alcohol and/or drugs in either blood, urine or breath (MS169.121). These analyses are an essential element to determine that a crime has been committed. Effective punishment of these offenses requires timely processing.

DATA SOURCE :

The BCA laboratory data base.

DISCUSSION OF PAST PERFORMANCE :

The turnaround time of blood and urine alcohol cases in the BCA laboratory has ranged from one to two weeks. The turnaround time for cases of drugs in blood and urine related to DWI cases has been one to two months.

PLAN TO ACHIEVE TARGETS :

As the budget permits, the BCA laboratory will purchase replacement equipment to continue this service to law enforcement.

OTHER FACTORS AFFECTING PERFORMANCE :

Court appearances of laboratory scientists have increased 64% between FY1994 and FY1996. In addition actual submissions of DWI alcohol cases increased 11% and DWI drugs cases increased 23%.

Goal 1 : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.

Objective 5 : To increase the effectiveness of Minnesota's law enforcement officers to identify and process drunk drivers by the year 2002.

Measure 2 : Training and certification of evidentiary breath alcohol testing instrument operators.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Officers Trained						
Actual	182	208	210			
Target				27	250	250
Officers Recertified						
Actual	1293	794	1042			
Target				1400	1500	1000

DEFINITION :

The BCA laboratory holds one week classes to certify officers to perform evidentiary breath alcohol testing. The BCA laboratory holds half day re-certification classes. An officer must be re-certified every other year.

RATIONALE :

The identification of drivers suspected of DWI requires the quantitative analysis of alcohol in blood, urine and breath (M.S. 169.121). These analyses are an essential element to determine that a crime has been committed.

M.S. 169.128 and MR7502 require that any officer who runs an evidentiary breath alcohol test must complete training and be certified by the Commissioner of Public Safety.

DATA SOURCE :

The BCA laboratory data base.

DISCUSSION OF PAST PERFORMANCE :

The BCA has trained and recertified officers to perform breath alcohol testing since the program's inception in 1968. Approximately 2,090 officers a year go through a one week training course at the BCA. About 1,000 officers are recertified at half day courses held at several locations around the state.

PLAN TO ACHIEVE TARGETS :

The training and certification of new officers and recertification of trained officers to run breath alcohol testing throughout the state will continue.

OTHER FACTORS AFFECTING PERFORMANCE :

While the Intoxilyzers are being replaced in 1996 and 1997, new training courses have been suspended. They will be resumed in 1997. All officers will be recertified on the new equipment as it is installed.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 5** : To increase the effectiveness of Minnesota's law enforcement officers to identify and process drunk drivers by the year 2002.
- Measure 3** : Breath alcohol instruments repaired and replaced.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Intoxilyzers Repaired						
Actual	318	273	274			
Target				100	50	25
Intoxilyzers Replaced (added)						
Target				180	50	50

DEFINITION :

The Department of Public Safety (BCA Lab) supplies about 220 Intoxilyzers (evidentiary breath alcohol testing instruments) through a lendlease program to law enforcement agencies in Minnesota. The BCA laboratory also maintains and repairs these instruments.

RATIONALE :

The identification of drivers suspected of DWI (Driving While Under the Influence) requires that quantitative analysis of alcohol in either blood, urine or breath (M.S. 169.121). These analyses are an essential element to determine that a crime has been committed.

DATA SOURCE :

BCA Laboratory.

DISCUSSION OF PAST PERFORMANCE :

The BCA last replaced most breath alcohol testing instruments in 1984 with the Intoxilyzer 5000. The program has been a successful one in identifying drunk drivers.

PLAN TO ACHIEVE TARGETS :

The BCA plans to replace aging Intoxilyzers and will install a network to enable remote monitoring of instruments starting in 1997. It will establish a system to provide for faster repairs for decreased down time.

OTHER FACTORS AFFECTING PERFORMANCE :

Other factors that can lessen the BCA lab's ability to reach targets include the abuse of alcohol relating to driving by Minnesotans.

Goal 1 : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.

Objective 6 : To maintain access to FBI criminal records network by complying with the FBI rules and regulations.

Measure 1 : % of agencies audited/training statistics.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
% of agencies audited						
Actual	40%	40%	40%			
Target				50%	50%	50%
number of operators certified						
Actual	N/A	N/A	261			
Target				270	280	300
number of agencies trained						
Actual	25	108	385			
Target				400	410	420

DEFINITION :

FBI rules and regulations mandate that agencies accessing the national data bases be trained, certified and audited. The denial of access to the national data base means that records from Minnesota would not be transmitted and information from the FBI data base could not be accessed by Minnesota law enforcement. It would be an extreme case where this access would be denied.

RATIONALE :

The FBI rules and regulations require that 50% of all agencies on the network be audited annually. The rules and regulations also require that training and certification of the operators be performed. The BCA is audited by the FBI biennially to verify that Minnesota is in compliance with the requirements of the rules and regulations.

DATA SOURCE :

BCA maintains records of the audits performed and operators trained and certified.

DISCUSSION OF PAST PERFORMANCE :

The BCA is audited biennially by the FBI to determine if Minnesota is in compliance with the rules and regulations. The rules and regulations mandate that the BCA audit local agencies every two years and that terminal operators are trained, certified and recertified every two years.

PLAN TO ACHIEVE TARGETS :

With a reorganization in 1995, a combined training unit is now in place. More aggressive training and auditing schedules are being implemented.

OTHER FACTORS AFFECTING PERFORMANCE :

Training provided by other elements of the criminal justice system, such as courts, prosecution and corrections/probation, will also impact the quality of the information stored in the BCA's criminal justice systems.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 7** : To process requests for non-criminal background checks within 1 day of receipt.
- Measure 1** : Average number of days to process request/ number of requests processed.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Average # of days						
Actual	1	1	1			
Target				180	360	540
# of requests processed						
Actual	69,000	89,620	110,761			
Target				20,000	20,000	20,000

DEFINITION :

Employment, licensing and informed consent background checks must be processed in a timely manner. Employment requests can include security guards, school district employees, anyone providing care to vulnerable adults and rental building managers/caretakers. Licensing requests can include teachers, day care providers, private detectives and school bus drivers. Informed consent backgrounds are for tenant screening, volunteer workers and private employers.

RATIONALE :

The processing of these background checks in a timely manner is imperative to the people and businesses making these requests.

DATA SOURCE :

Counts of the numbers and types of requests made are maintained by the BCA.

DISCUSSION OF PAST PERFORMANCE :

The growth in these requests has been phenomenal. In 1987, less than 20,000 requests were received. In 1996, over 100,000 requests were processed at the BCA. This represents an increase of over 500%. This new constituency also places other demands on the resources of the BCA criminal justice information system section. Special training, documentation and assistance is provided on a daily basis by the training unit and by the personnel that enter and maintain the computerized criminal history system.

Utilizing receipts from fees collected for background checks, additional personnel have been hired to maintain the one-day turnaround time. Additionally, these receipts support a portion of the operations that create, maintain and improve the computerized criminal history system. In 1996, a billing system was developed to provide clientele with the option of opening an account rather than issuing a check each time they request a background check.

The BCA has been able to respond to growth and changes in a proactive fashion. The BCA also works closely with other state agencies that are mandated to conduct background checks. The Department of Human Services and the Board of Teaching have been given electronic access to the computerized criminal history system to facilitate the large number of background checks they must complete.

PLAN TO ACHIEVE TARGETS :

M. S. Section 299C.10, subd. 4 sunsets July 1, 1997. Without the background check fees, service levels will decrease and backlogs will increase for the clientele. The receipts from the background checks provide personnel, equipment and support to process the requests. Personnel from other areas will be used to process a small portion of the requests and this will create backlogs in the criminal history system. The backlogs in both areas will be compounded annually. The one source of data will be the one terminal that is located in the BCA lobby. This terminal provides access to public data only and most of the background checks that are requested access private data as well.

Additional methods of access are being examined. Methods to provide access to public criminal history data throughout the state are being examined. With the implementation of the billing system, the use of fax to receive the requests is also being considered. This will eliminate mailing time. Access by other state agencies who process large numbers of background checks is also being examined, such as thousands of background checks on school bus drivers conducted by Driver and Vehicle Services Division before issuing endorsements.

OTHER FACTORS AFFECTING PERFORMANCE :

Legislative mandates that continue to expand the scope of the background check requirement will continue to increase the demands on this office.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 8** : Increase the scope of information available to meet the critical information needs of the criminal justice community by the year 2002.

Measure 1 : Number of fingerprint cards submitted.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Adult						
Actual	28,220	41,200	42,903			
Target				55,000	67,000	72,000
Juvenile						
Actual	0	30	150			
Target				400	5,000	9,000

DEFINITION :

The computerized criminal history system currently contains data on adults arrested for felony and gross misdemeanor offenses. This is vital information for the criminal justice community that uses the data to make critical decisions at each step of the criminal justice process. Complete, accurate and timely data is essential. The credibility of a criminal history system rests on the ability to positively identify the arrested individual. With the increase in crimes committed by juvenile offenders, the need for a central repository for that information was identified. Additionally, targeted misdemeanors such as domestic assault and violation of restraining order will be compiled in the computerized criminal history system beginning in FY1998.

RATIONALE :

The CCH system is dependent on the receipt of arrest fingerprint cards for data to be entered into the system. The number of fingerprint cards received is an indicator of the completeness of the data. Growth in the number of fingerprint cards can also be an indicator of the success of our education and training efforts.

DATA SOURCE :

The BCA maintains counts of the number of fingerprint cards received.

DISCUSSION OF PAST PERFORMANCE :

An audit of the computerized criminal history system conducted in 1992 revealed the lack of completeness of the data. Problems with backlogs of court disposition data have been addressed and eliminated. The remaining problems center around the submission of fingerprints and the use of tracking numbers that facilitate the linking of court dispositions to arrest information. A coordinated training was developed in 1994 with the Departments of Public Safety and Corrections, the Supreme Court Systems and Sentencing Guidelines. During the last two years a system to collect data on juvenile felony offenders has been developed, and it will be operational in 1997. A request for funding for electronic fingerprint capture technology for high volume courts was made during the 1994 legislative session. Partial funding was received and those devices will be deployed in FY 1996. In August of 1997, it will be expanded to include data on juvenile gross misdemeanor offenses. Federal laws mandating prohibitions on gun purchases for individuals committing certain offenses has changed, and it is necessary for the state to collect data on offenses that would prevent prohibited persons from purchasing firearms.

OTHER FACTORS AFFECTING PERFORMANCE :

In 1996, the Legislature mandated the use of juvenile adjudication data for state mandated licensing/employment background checks. The Juvenile computerized criminal history system will be a day-one system, meaning past information on juveniles will not be collected.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 8** : Increase the scope of information available to meet the critical information needs of the criminal justice community by the year 2002.
- Measure 2** : Records in the hot file systems.

	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>	<u>F.Y.2000</u>
Warrants						
Actual		64,101				
Target			65,000	66,000	67,000	68,000
Stolen Guns						
Actual		25,849				
Target			26,000	27,000	28,000	29,000
Stolen Cars						
Actual		14,552				
Target			15,000	16,000	17,000	17,500
Stolen Articles						
Actual		27,849				
Target			28,000	28,500	29,000	29,500
Orders for Protection						
Actual		0				
Target			150	1,500	1,700	1,750
Gang data						
Actual		0				
Target			100	300	500	700

DEFINITION :

This data is available on the state and national level. It is designed for quick response to query. FBI rules and regulation require that state systems deliver this information within 20 seconds of inquiry. There are normally 1.5 million transactions over the Criminal Justice Data Network monthly.

RATIONALE :

The number of records of stolen items and wanted/missing persons, etc. is an indicator of the amount of data available to the criminal justice community.

DATA SOURCE :

The numbers of records in the various files are programmatically reported by the system on a monthly basis.

DISCUSSION OF PAST PERFORMANCE :

These systems have been in place for many years. Some of the data in the state systems is duplicated and compiled nationally by the FBI. In 1997 a new file containing data on orders for protection will be implemented. A system to compile data on gangs is in the early design phase. Additional, data bases for persons on probation is being designed.

PLAN TO ACHIEVE TARGETS :

In order to design an effective and useful gang file, the BCA has hired a Gang File Administrator, who will work with local law enforcement to develop the requirements of the system. The orders for protection files will be beta tested in one judicial district before rolling out to the entire state. Contact will be made with the various agencies that maintain jurisdictional data of persons on probation to develop a method of capturing and compiling that data in a statewide system.

OTHER FACTORS AFFECTING PERFORMANCE :

Training and education will be a critical factor. Data policy issues must also be identified and resolved.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 9** : To increase the scope and service of fingerprint identification by interfacing the Midwest Automated Fingerprint Identification Network (MAFIN) and the Livescan fingerprint system by 300% by the FY 2002.

Measure 1 : Number of remote MAFIN workstations.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number of workstations						
Actual	3	3	3			
Target				6	10	12

DEFINITION :

The BCA installed the new AFIS system in 1993. The Ramsey County Sheriff's Office and the Minneapolis Police Department are connected to the system and are able to conduct their own searches and identifications. Several agencies within the state are interested in obtaining MAFIN terminals which will allow them to conduct their latent print searches and, in some cases, enter and identify all subjects they arrest. The BCA is working with the states of North and South Dakota to link them to the MAFIN system. This will create a multi-state data base that will benefit the criminal justice community by allowing the identification of offenders that cross state lines. Discussions with Iowa, Nebraska and Wisconsin concerning future connectivity have also begun.

RATIONALE :

The counts of remote workstations indicate the level of direct service and the scope of data available.

DATA SOURCE :

The BCA manages the MAFIN system and approves and facilitates the connections to the system and, therefore, maintains counts of those connected. Agencies connected to MAFIN must execute a Joint Powers Agreement that describes responsibilities and quality assurance requirements.

DISCUSSION OF PAST PERFORMANCE :

When the BCA implemented the original MAFIN system in 1978, it was the first operational system in the world. In 1993, the system was replaced with current technology. A goal of that replacement was a system that could be expanded to add other users and enhanced to incorporate newer technology as it becomes available. The current system has those capabilities. North Dakota was interfaced with MAFIN in July of 1996 and South Dakota will be interfaced in early 1997.

PLAN TO ACHIEVE TARGETS :

The BCA is moving forward with plans to create the interstate MAFIN network and increase intrastate connections to the MAFIN system. There would be much benefit to adding the Hennepin County Sheriff's Office to the network. North Dakota and South Dakota have received federal funding to participate in MAFIN and Minnesota recently received a federal grant to facilitate the addition of those states.

OTHER FACTORS AFFECTING PERFORMANCE :

The MAFIN central system also needs to be upgraded to incorporate new national standards for fingerprint image compression and image transmission. Federal funds are targeted for this project, as well as existing dollars, such as background check fees.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 9** : To increase the scope and service of fingerprint identification by interfacing the Midwest Automated Fingerprint Identification Network (MAFIN) and the Livescan fingerprint system by 300% by the FY 2002.

Measure 2 : Number of Livescan devices on the network.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number of devices						
Actual	4	10	12			
Target				15	20	25

DEFINITION :

Livescan devices capture fingerprints of arrested individuals electronically and transmit those fingerprints to the BCA within minutes of booking. This timely submission of data allows for quick identification of subjects, often detecting use of false identification and linking subjects with active warrants in other jurisdictions. In addition, when data is electronically submitted, it reduces the workload at the BCA, as the data does not need to be rekeyed into state systems. The proliferation of Livescan throughout the state is critical to the implementation of the Juvenile and Misdemeanor Criminal History Systems. It will provide the tools necessary to allow local agencies and the BCA to handle workload increases.

RATIONALE :

The BCA is looking at a sizeable increase in the number of fingerprints to be submitted. Development of electronic means of processing that intake will facilitate handling the workload increase. Local law enforcement having the technology to electronically transmit the arrest data and fingerprint images to the BCA is the key factor in handling the increases.

DATA SOURCE :

The BCA maintains information on the number of agencies utilizing Livescan fingerprint capture technology. In order to transmit the data to the BCA, agencies must contact BCA to obtain information on transmission standards. As the BCA makes every effort to be informed of the technology and the status of certification of various vendor systems, local agencies normally check with BCA before beginning the procurement process.

DISCUSSION OF PAST PERFORMANCE :

The BCA began receiving electronically transmitted fingerprint and arrest data in 1993 from Anoka County Sheriff's Office. By receiving the data within a few minutes of booking, rather than several days later through the mail, the BCA was able to identify subjects, who had hidden their identity, before the subject was released. In some cases, there were felony warrants for the subjects under other names that would not have been discovered through standard name query booking processes.

PLAN TO ACHIEVE TARGETS :

The proliferation of Livescan throughout the state is critical to the implementation of the Juvenile and Misdemeanor Criminal History Systems, as it will provide the tools necessary to allow local agencies to obtain fingerprints on those arrests and enable the BCA to handle workload increases. Several larger sheriffs offices have procured this technology already. The BCA has researched and developed a plan to deploy Livescan and cardscan capabilities in each county in the State.

OTHER FACTORS AFFECTING PERFORMANCE :

Funding to obtain the technology for local agencies is uncertain. In 1995, the Legislature granted authority to the BCA to utilize background check fee receipts to purchase some of these devices. Federal funds have also been requested. Critical to the success of this deployment, however, is the implementation of a "cardhandler" system to automatically process all the electronically transmitted data. This system will keep the data in an electronic state to interface the criminal history system and the MAFIN system, and eventually it will be able to interface with the FBI system that is under development.

Goal 1 : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.

Objective 10 : To maintain at least a 95% client satisfaction survey rating for the quality and timeliness of investigative and training services to local law enforcement.

Measure 1 : Semiannual surveys of County Attorneys, Chiefs and Sheriffs rating the investigative and training services of the BCA.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Satisfaction						
Actual			95%			
Target				90%	90%	90%

DEFINITION :

A client satisfaction survey is given every other year to the chiefs of police association annual meeting attendees, and all 87 sheriffs. In F.Y. 1995, county attorneys were also surveyed. In F.Y. 1996 the state sheriffs were surveyed and 95% rated the investigative services of the BCA as good or excellent.

RATIONALE :

Satisfaction of clients with the BCA's services is of paramount importance and is a direct measure of the BCA's legislative mission. This survey also provides continuous feedback on the satisfaction of the law enforcement community.

DATA SOURCE :

Semi-annual BCA survey results of County Attorneys, Minnesota Chiefs of Police and Minnesota Sheriffs.

DISCUSSION OF PAST PERFORMANCE :

The BCA has traditionally experienced a high level of satisfaction among clients, but only started surveying clients in F.Y. 1993. The results from the County Attorneys and Chiefs of Police surveys are no longer available to separate by Investigations, Laboratory and CJIS, but will be in the future.

PLAN TO ACHIEVE TARGETS :

The BCA client satisfaction target for 1997 drops to 90% because there are not sufficient agents and support staff to respond to requests for training and violent criminal investigations. Some counties currently do not request BCA assistance with some violent crimes, including death investigations, because the lack of availability of BCA personnel and the delay in response time necessitates local agencies to conduct those investigations on their own. Some special agents in field offices are responsible for providing service to ten or twelve counties. In some geographic locations, this ratio of agents to counties has grown to a level that has resulted in significantly fewer investigations conducted and a lower level of service provided. The BCA, for instance, no longer assists in non-violent or property-related crimes and no longer provides polygraph service to local law enforcement as in previous years. The BCA will continue to analyze survey results, implement needed changes, and provide high quality, mandated and critically needed violent crime investigative and training services to the law enforcement community.

OTHER FACTORS AFFECTING PERFORMANCE :

The BCA's reputation for professional and expert service continues to grow. The increase in juvenile and gang-related violent crime results in a growing demand for BCA services. Simply stated, the BCA has some twelve fewer Special Agents than it had five or six years ago.

Goal 1 : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.

Objective 11 : Increase P.O.S.T. licensed training expertise and youth crime prevention accreditation to 50% of Minnesota's sworn law enforcement personnel by F.Y. 2000.

Measure 1 : Number completing, number receiving P.O.S.T. credit, number certified by BCA to teach DARE.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number receiving P.O.S.T. credit						
Actual	2700	2800	2900			
Target				3050	3200	3350
Number certified for DARE						
Actual	88	90	95			
Target				100	105	110

DEFINITION :

Peace Officers in Minnesota must obtain 48 hours of P.O.S.T. (Peace Officers Standards and Training) certified training every three years to maintain licensure. DARE is a drug prevention program for youth.

RATIONALE :

The number of peace officers completing accredited BCA courses directly reflects enhancement of the professional education level in the law enforcement community. This increase in peace officers trained and certified as DARE instructors correlates to an increased number of children being taught the DARE curriculum in Minnesota schools. These increases will also be enhanced by the addition of junior high and high school DARE programs to the elementary program.

DATA SOURCE :

BCA Training and Development statistics.

DISCUSSION OF PAST PERFORMANCE :

The BCA Training and Development Section has established itself as a provider of exceptionally high quality specialized training which is readily accessible to local agencies. This section involves section personnel in an extensive annual planning process, prior to the publication of its course schedule. Special requests or needs and new areas of training are considered as the section plans its training year, however, existing staff cannot meet the needs, requests and expectations of all clients.

The Bureau is one of only a few certified DARE training centers in the country. All law enforcement agencies in Minnesota, regardless of size, have trained and certified their DARE officers through the Bureau's DARE program since 1989. The BCA takes particular pride in this highly visible, widely accepted youth prevention program. The BCA not only fulfills its statutory obligations to assist law enforcement, but by virtue of the DARE program, the BCA makes a preventative investment in the youth of Minnesota in an effort to halt the rising level of crime.

PLAN TO ACHIEVE TARGETS :

Careful planning and preparation of course offerings, based on the results of an annual or semi-annual training survey of local officers and agencies, will lead to accomplishment of goals. The addition of DARE junior high school and parent components was made to the BCA's curriculum in 1994. The BCA will attempt to implement a DARE program in every school district in Minnesota in order to reach as many of the state's school children as possible.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 12** : To increase criminal sexual investigative data and assistance to local law enforcement to 100% by the year 2000.

Measure 1 : Entries in the Sex Offender Registration data base and in the Sex Homicide Offense Tracking System.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Entries in sex offender registration data base						
Actual	3,000	4,500	6,000			
Target				7,500	9,000	10,500
Entries in sex homicide offense tracking system						
Actual	980	1,220	1,542			
Target				1,900	2,400	2,900

DEFINITION :

The Sex Offender Registration Program was mandated by the legislature in 1991. Convicted Sex Offenders must register with their corrections official and provide their current and any changes of address, a photograph and their fingerprints. All of this data is centrally housed at the BCA, which is responsible for notification of this information to local law enforcement. In addition to registration, the 1996 legislature passed a community notification law mandating that all sex offenders convicted or released after January 1, 1997, must be reviewed by an "end of confinement review committee," which assesses each sex offender and assigns the offender to one of three risk categories. These risk profiles will be forwarded to local law enforcement who, depending on the level of risk, must then notify their respective communities. In all likelihood, based on the proposed recommendations of the POST Board Community Notification Guidelines Committee, the BCA will be the central clearinghouse and repository for data relating to risk assessments, which will facilitate statewide community sex offender notification.

The Minnesota Sex Homicide Offense Tracking System (SHOTS) is a voluntary program by which law enforcement officers statewide submit information on unsolved sexual assaults to the BCA for entry into a computer system for matching to other solved and unsolved cases, including unsolved sexually motivated homicides. The BCA, in conjunction with the Minneapolis Police Department, St. Paul Police Department and Public Safety's Office of Technical Support Services (OTSS), is developing a new software program to track sex related homicides and unsolved sex crimes, combining all three agencies' databases and creating instant on-line capabilities for these agencies by the spring of 1997. This software program will be available to other agencies in the near future.

RATIONALE :

The above described information and data, all centrally housed and timely maintained by the BCA's Criminal Assessment Program (CAP Unit), affords statewide law enforcement agencies immediate accessibility to information on sex offenders and sex crimes. This BCA resource has resulted in linking criminals and crimes and will solve additional sex-related crimes when all systems are implemented and all enforcement agencies input their data.

DATA SOURCE :

BCA investigation data, Department of Corrections released sex offender data file.

DISCUSSION OF PAST PERFORMANCE :

These programs are successful examples of the BCA providing services to its clients, often before they determine if these are services they need or want. These programs have been and will continue to be productive as long as the law enforcement community experiences sexual assaults.

PLAN TO ACHIEVE TARGETS :

BCA investigators will continue to reach out to sexual assault investigators around the state to encourage use of the sex offender registration/community notification and MN/SHOTS programs. The biannual MN/SHOTS conferences, hosted by the BCA and a local law enforcement agency, consistently attract over 100 participants from state enforcement agencies, federal agencies and enforcement officials from other states. This newly streamlined SHOTS program will be user friendly with on-line capability, increasing the number of agencies and entries into the system.

OTHER FACTORS AFFECTING PERFORMANCE :

Participation of local agencies will determine future performance.

- Goal 1** : To prevent increases and reduce the level of crime by providing Bureau-wide mandated services to and in partnership with the criminal justice community in Minnesota.
- Objective 13** : To increase the number of statewide violent, gang-related criminal cases investigated by the Bureau by 10% per year through the year 2002 (using 1997 as a base year).
- Measure 1** : Percent of violent criminal gang members identified per year/number of violent gang investigations.

	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>	<u>C.Y.1999</u>
Number of violent gang members						
Target				500	600	720
Number of violent criminal investigations						
Target				10	11	12

DEFINITION :

The Bureau is in the process of developing a statewide violent criminal gang file containing the identities of members which will meet the criteria of the FBI's national Violent Gang and Terrorist Offender File. The identification and central accessibility of these violent criminal gang members will create a basis for the Bureau to initiate and coordinate multi-jurisdictional, statewide violent criminal gang-related investigations.

RATIONALE :

The increase in violent crime, particularly homicides and aggravated assaults, is related to the increase in juvenile and specifically gang-related violent criminal activity. These objectives will reduce the level of statewide violent, gang-related activity.

DATA SOURCE :

The Bureau will maintain the gang file and document violent criminal gang investigations.

DISCUSSION OF PAST PERFORMANCE :

This objective is a high priority. Although the statistics have not specifically been kept in the past, the Bureau has responded effectively to requests for investigative assistance in violent crimes statewide.

PLAN TO ACHIEVE TARGETS :

The Bureau has just hired a Gang File Coordinator to create a Minnesota Violent Criminal Gang computer database. This Coordinator will also interface with law enforcement statewide in developing this file; will be active in marketing and training as it relates to the file and the promotion of statewide, multi-jurisdictional investigations relating to individuals in the file. A high priority goal of this file is to create a greater awareness in law enforcement statewide of the potential violence of these criminal gang members, promoting increased officer safety.

OTHER FACTORS AFFECTING PERFORMANCE :

The success of an information database is contingent on the number of participating agencies and the quality and quantity of the data input. The Bureau, as measured by semi-annual surveys of clients, has developed an outstanding reputation in the criminal justice community and is in a position to take a leadership role in coordinating these types of investigations on a statewide basis. The number of investigation hours focused on violent gang-related criminal activity will directly correlate to an increased number of statewide investigations resulting in additional arrests and those arrests will effectively decrease the number of violent gang-related activity.

Agency : PUBLIC SAFETY DEPT

Program : FIRE MARSHAL

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$3,219	2.30%
From Federal Funds	\$350	
General	\$2,839	
From Gift Funds	\$30	
Number of FTE Staff:	53	2.90%

GOALS :

- To increase compliance with fire exiting, requirements in all hotel/motel/resorts, public schools (k-12), day care homes and centers, and health care facilities. (M.S. Sec. 299F.46, 299F.391, 144.653 and Rule 9502.0335; M.S. Chapter 299M, section 121.1502; Rule 7510.3440 & 3460.)
- To increase the quality and timeliness of fire and arson investigative services to local fire and law enforcement authorities. (M.S. 299F.04 and .051)
- To increase the quality and timely response for hazardous materials incidents statewide. (M.S. 299A.50)
- To reduce the number of residential fire deaths involving absent or non-functioning smoke detectors and to increase the proper use of smoke detectors in residences. (M.S. 299F.04, subd 3, 299F.362)

DESCRIPTION OF SERVICES :

The State Fire Marshal Division exists to reduce the tragic loss of lives and property from fire through investigation, inspection, plan review, regulation, information, education, and hazardous response activities.

The fire investigation activity provides local fire and police officials with technical assistance in processing a scene to determine cause; collects samples for testing for accelerant; provides expertise in arson fires to prepare the case for prosecution; and provides training for police and fire officials on fire scene investigations. Arson is the second leading cause of fire in Minnesota and has increased from eleven percent to thirteen percent of overall causes. This is an activity of the division that has continued to increase in numbers and complexity.

The fire and life safety inspection activity provides Minnesota citizens with a minimum degree of fire safety in buildings mandated for fire safety inspection, including schools (K-12), hotels/motels/resorts, health care facilities,

and day care homes and centers. The enforcement activity identifies violations, both state and federal, and assures that corrections are made in a prompt and appropriate manner; provides consultation with building managers/owners regarding correction alternatives; and provides training services for facility personnel regarding fire prevention and evacuation procedures.

The plan review activity includes the review of all above and below ground flammable liquid installations. This includes on-site inspection of all above ground flammable liquid storage tanks.

The Fire Protection regulation activity ensures that contractors, designers, and installers of automatic fire protection systems are competent, trained, and systems are installed according to code; plan reviews are conducted for each installation and field inspection and acceptance testing takes place only periodically. Legislation passed in 1992 gave the State Fire Marshal responsibility to regulate the Fire Sprinkler Protection Industry through a process of licensing and/or certification of contractors and installers, and plan review functions. The original fiscal note was to provide the Division with five positions: one supervisor, 3 deputies and one clerical. However, it was agreed that hiring would be phased in after the program was established and the rules were written. In 1996, the rules were adopted and two plan review positions were added to the division. In 1996, two years into the program, there is a need for two inspector positions dedicated to this program. The new field inspection portion of this program is a critical component. For this new activity, an objective and measure will be developed as the inspection program evolves.

The day care/foster care inspection program is the only program not specifically mandated by state statute; however, it is required in Department of Human Services rules. In 1996 the Department of Human Services established task-forces to review the impact of rules and licensing requirements on both day care and foster care. While the number of day care inspections has decreased and leveled off, we are experiencing an increase in the number of foster care inspection requests. At the present time, there appears to be a high demand for quality, safe foster homes; we are anticipating that the number of foster care inspections will continue to increase as additional space is needed to accommodate juveniles who are moving from their biological home environment due to neglect, abuse, behavior problems or incorrigibility.

Over the past several years, the State Fire Marshal Division has observed a trend of "de-institutionalization", where persons who are mentally and physically not capable of self preservation and juvenile offenders were moved from institutional settings (i.e. state regional treatment centers) into residential settings, such as single family homes and foster care environments. Similar trends are occurring in the corrections field where juvenile offenders are being placed in residential detention facilities. Both types of populations represent vulnerable segments of society which need a fire-safe environment in which to reside. Many of these facilities are required to be secure facilities for the protection of staff, residents and neighbors so fire-safety becomes a priority as these are not facilities which typically have the same level of fire protection as is found in the more traditional and institutional settings.

The public school inspection program has two components: an inspection function and a plan review function. This program is presently being conducted through an inter-agency agreement with the Department of Children, Families and Learning (DCFL). There have been some discussions about potential budget reductions in DCFL's Management Assistance Program which funds the plan review function. In addition the inspection program is being funded at the same level as it was in 1992.

The public fire safety education and data collection activity is charged with providing leadership and focus for preventing identified fire problems from recurring by encouraging behaviors that reduce the risk from fires. Specific risk factors identified by the Minnesota Fire Incident Reporting system include, use and maintenance of

smoke detectors, cooking and heating fires. Programs developed to reach high-risk populations include Project Firewise for senior citizens, smoke detector give-a-way programs, and programs related to child deaths from children playing with fire.

The hazardous material response activity will establish up to five hazardous materials response teams and up to ten chemical assessment teams that will respond statewide to hazardous materials emergencies. This activity will assure that prompt and appropriate response measures are instituted to control and/or eliminate the danger to life, property, and the environment.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
A	CY	No. of investigations responded to	682	603
W	CY	No. of fires determined to be arson	220	154
W	CY	Average # of investigations per investigator/yr	65	55
W	CY	Average # hrs per investigation (based on 1960 hr per work yr)	30	35
A	CY	No. of inspections conducted	7,289	7,285
A	CY	No. of violations found	19,783	16,929
W	CY	Average number of inspections per Deputy	347	383
W	CY	Average number of hours per inspection per year (1960 hours)	6	5
A	CY	Number of fire reports processed	122,408	132,783
	CY	Number of actual fires reported (structure)	7,223	6,941
OD	CY	Assessed homes w/out or nonworking smoke detectors	449,000	449,000
OD	CY	Assessed # high risk homes (low income w/children) based on 1990 census report	87,000	87,000
OD	CY	Percent of population represented by reporting F.D.	94%	94%
A	CY	Number of community health nurses and fire departments trained to teach fire safety	400	148

PROGRAM DRIVERS :

Arson Second Leading Cause of Fire in Minnesota.

Arson has taken over as the second leading cause of fire in Minnesota. This creates challenges for the Division in terms of number of investigations and efficiency. C.Y. 1995 projections predict a steady demand for fire investigations. The complexity of an arson fire increases the amount of time that must be spent on an investigation.

With an increasing demand for investigations there is a decreasing number of hours that can be spent; therefore, efficiency thoroughness and completeness suffers. A crucial element of the investigation activity is to allow investigators sufficient time to investigate and prepare a case for prosecution. It will be critical in the future to support this effort with resources and funding based on the findings of the Attorney Generals Arson Task Force. Recommendations will be forthcoming in early 1997.

Life Safety of Minnesota Citizens.

The majority of fires, deaths, injuries and dollar loss are in residential properties. Smoke detectors as early warning devices are critical to saving lives from fire. Most at risk are low income families and children who may be unable to afford smoke detector protection. The public fire education function is furthering efforts to assist fire departments and citizens with methods to obtain smoke detectors. This occurs when fire departments are trained to form community prevention efforts to ensure every member of the community is protected. The challenge is encouraging the fire departments to work with other organizations and agencies to help with the efforts. There are 807 fire departments in the state and only one educator; therefore, collaborative efforts of fire departments and State Fire Marshal Division is essential. With the invention of the new 10 year smoke detectors, the Division must work with the fire service, community leaders, and the business community to support purchasing units for high risk persons in MN. Included are low income families with children and the elderly.

Aging Population.

The aging population poses two critical issues: 1) The senior citizen living independently is at higher than normal risk from fire because of mobility, hearing, medication, etc. Training for this population must take place today to create a fire safe senior of tomorrow. 2) This creates a greater need for health care related facilities and the need for more trained and qualified inspection staff to ensure the safety of seniors utilizing such services.

Training.

In recent years the fire service has looked to the Division for training in technical fields relating to fire. These include code, fire prevention and enforcement, and public education strategies and methodologies, fire cause determination, arson investigation, and hazardous materials training. As resources diminish, both on the state and local level, geographic access to training will be a critical issue to the volunteer fire service of greater Minnesota.

Day Care.

The need for more quality safe day care homes is increasing and so is the demand for code related inspection activities. At the current level of funding, we are unable to inspect all facilities currently required by the Department of Human Services rules. The measure of success of this program is the excellent fire safety record of day care and foster care facilities in the State.

Flammable Liquid and L.P. Gas Installation Plan Reviews.

The Division has one and a half code/plans specialists on staff who review plans for all flammable liquid and L.P. installations statewide. State regulations require a ten day turn around on all plans. The seasonal nature of construction in Minnesota does not allow for an even flow of work throughout the year. This program is in addition to the code specialists primary responsibility of answering questions and interpretation of fire and building codes.

- Goal 1** : To increase compliance with fire exiting, requirements in all hotel/motel/resorts, public schools (k-12), day care homes and centers, and health care facilities.
- Objective 1** : To reduce the number of recurring fire and life safety violations, as related to construction features in exiting, by thirty-three (33) percent by the year 2000 (two inspection cycles).
- Measure 1** : Percent of recurring life safety violations in exiting per mandated inspection.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Percent of reduction in exiting violations						
Target						20%

DEFINITION :

Exiting is one of the most critical elements to the life safety of persons occupying a building. The focus of the inspection activity is life safety from fire, which is influenced to a large degree by the occupant's ability to exit the building safely in an emergency. Violations related to construction features have been isolated because they are a significant factor in life safety in a fire situation.

Exiting is defined in code as "a continuous and unobstructed means of egress to a public way Life safety violations, as related to exiting, includes such items as fire protection features, fire sprinklers, alarms, corridor protection, doors, and door hardware.

RATIONALE :

The measurement is the reduction in frequency of defined violations from one inspection cycle to the next, thus ensuring buildings are in compliance and safe for occupancy. Violations of exiting per mandated inspection is a ratio based on the number of violations found divided by the number of mandated inspections performed.

This is particularly critical in schools due to the increased community usage and number of children impacted because of the number of fires occurring in schools, largely due to arson. With the notable increase in school fires investigations reveal the highest area of fire origin is in the exiting system. It is critical that the construction features of an exiting system are in place to prevent spread and/or provide for exiting in the event of fire.

The use of determining violations to exiting will provide two important elements. One, that building remains in compliance for three years after an inspection; and two, allows the division to determine the effectiveness of the enforcement activity. Major exiting violations should not persist from one inspection cycle to the next. The collection of data to establish the baseline occurred in CY 1995. Consequently, the percentage of change will not be available until CY 1998.

DATA SOURCE :

Data/Information is obtained from the Fire Marshal Inspection database. Detailed data will be published in the annual Fire In Minnesota report published in September of each year.

DISCUSSION OF PAST PERFORMANCE :

As buildings age, occupancies change, and additions are built, exiting and exiting components may be compromised and life safety may be at risk. The State Fire Marshal Division did not have a way of determining the effectiveness of their inspection efforts other than measuring loss data, i.e., deaths, injuries, and dollar loss. These are all after the fact issues. In January of 1995 a new method of collecting this data was developed creating a new inspection reporting system. The new reporting system will allow the Division to measure these results beginning the first year of implementation.

PLAN TO ACHIEVE TARGETS :

The main ingredient in successful reduction in exiting violations is the new computerized inspection reporting system which was implemented in CY 95. The results of implementation the first year will provide data to study the effectiveness of inspection efforts. This information will be printed in the annual Fire in Minnesota report.

OTHER FACTORS AFFECTING PERFORMANCE :

Health care facilities and schools have the highest population base, often housing persons who may not be able to move as quickly to designated exits. If obstructions, travel distances, or locked exits are encountered, escape may be impossible. Funding of these two programs is critical for the life safety of those occupying these buildings.

Continued support for utilization of technology to track activities, inspections, and violations in occupancies mandated to be inspected is critical for the future. This information is significant for decisions on adopting codes, standard, and policies relating to inspection activities

Goal 2 : To increase the quality and timeliness of fire and arson investigative services to local fire and law enforcement authorities.

Objective 1 : To increase the number of identified incendiary fires subsequently presented to law enforcement authorities for prosecution by (10) percent by the year 2000.

Measure 1 : Percent of cases presented for prosecution divided by total number of incendiary fires.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Percentage of cases presented						
Target				2%	4%	6%

DEFINITION :

Arson is the second leading cause of fire in the state of Minnesota. Arson fires in the past 5 years accounted for 7 deaths and 247 injuries to firefighters and civilians and resulted in property damage of over \$72 million. The trend over the past five years indicates that arson will continue to rise. Arson is a crime against people and property, and affects everyone who lives, works, or does business in our state.

RATIONALE :

One way to stop the crime of arson is to take away the incentive, the monetary gain, from this crime through prosecution. The objective focuses on efforts to ensure that arson cases are followed up and presented to prosecutors for adjudication.

DATA SOURCE :

Information that indicates the number of cases submitted for prosecution is not available at this time. However, a new computerized fire investigation reporting system will be in place by mid 1997 and will capture the necessary information to meet this objective. Detailed information will be printed in the annual Fire In Minnesota report published in September of each year.

DISCUSSION OF PAST PERFORMANCE :

The crime of arson has been misunderstood in the past. Most common attitudes expressed indicates that it is a crime that affects property only. Arson is a serious threat to the life safety of Minnesota citizens; most recently five children in St. Paul died, victims of an arsonist. Additionally, although many arson fires occur in unoccupied buildings after hours, one must consider the firefighter who must enter this dangerous atmosphere to fight the fire. Firefighters are always at risk in arson fires. The collection of data to establish the baseline occurred in CY 1995.

PLAN TO ACHIEVE TARGETS :

In order to achieve this measure a computerized reporting system will be developed. The reporting system will include data elements such as insurance information, other fires or claims, witnesses, suspects, causes, statements, disposition of case, insurance payments, fire department ID numbers to check against the fire incident reporting system, etc. The program will be field tested in early 1997.

OTHER FACTORS AFFECTING PERFORMANCE :

The main ingredient to assisting local officials to successfully increase the percent of arson cases presented to prosecutors will be the assurance of continued funding for the program and an increase in the number of personnel assigned to this task. As a result of additional staff, as the number of calls for investigative assistance increases, so will the time an investigator will be able to devote to an arson investigation. Time, staff, and resources are a critical factor for this objective. Cooperation with local law enforcement agencies and prosecutors will also be critical to this effort if it is to succeed.

Support of the Attorney Generals Arson Task Force recommendations, scheduled to be completed in early 1997, is critical to achieving a reduction in arson related crimes and ensuring that arson is prosecuted in the state of Minnesota.

Goal 3 : To increase the quality and timely response for hazardous materials incidents statewide.

Objective 1 : To increase hazardous materials assistance and expertise to 100% of the fire departments in the state by the year 2000.

Measure 1 : Teams in place, strategically located, equipped and trained to respond.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Percentage of Population Covered						
Target				50%	75%	85%

DEFINITION :

Hazardous materials response is a complex issue that takes training, equipment and expertise on the part of responders. The Minnesota fire service is largely volunteer. The training, expertise and cost necessary for responding to major incidents would not make it feasible for every department in the state to be trained to the level of an emergency responder.

RATIONALE :

A 1990, Implementation and Needs Assessment document prepared by the Department of Public safety identified the need to establish legislatively a minimum of 5 Emergency Response teams and an indeterminant number of chemical assessment teams in the State. This legislation was passed in 1992. Since that time rules have been written, RFP's were sent out and the first teams have been selected.

DATA SOURCE :

The measurement of this objective will be based on the placement of teams as contracts are negotiated and signed and by population protected within the area of protection assigned to each team.

DISCUSSION OF PAST PERFORMANCE :

As more and more hazardous materials are manufactured, used, stored and transported in the state of Minnesota, the need for response by qualified, trained fire department personnel to uncontrolled releases will increase. The 811, Minnesota fire departments are for the most part volunteer. It would not be feasible to require that each department be trained to a hazardous material responder level, and that would require additional resources and equipment to respond. The overall state total of hazardous material incident responses warrants the team approach; the number of incidents are related costs projected on a city by city basis does not warrant the duplication of resources necessary for such a small number of responses.

PLAN TO ACHIEVE TARGETS :

Currently the rules have been written for the program and the first sites have been selected. Operating guidelines have been written and training is ongoing. Equipment, vehicles and resources have been allocated. The program is scheduled to begin in Mid 1996.

OTHER FACTORS AFFECTING PERFORMANCE :

Continued support by the Department of Public Safety and local public safety agencies, the legislature and the federal budget are all critical to the success of providing hazardous material assistance to 100 percent of the state by the year 2000. Support by the local contracting fire departments is also a critical factor to its success.

Goal 4 : To reduce the number of residential fire deaths involving absent or non-functioning smoke detectors and to increase the proper use of smoke detectors in residences.

Objective 1 : To reduce the number of fire deaths in which absent or non-functioning smoke detectors are identified as a factor to no more than twenty-five (25) percent of total deaths, through educational initiatives, by the year 2000.

Measure 1 : Percent of deaths in which absent or non-functioning smoke detectors are identified as a factor on State Fire Marshal investigation reports and on Minnesota Fire Incident Reporting System (MFIRS) reports.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Percentage of Smoke Detector not present or non-functioning						
Actual	35%	25%	64%			
Target		32%	31%	30%	28%	26%

DEFINITION :

Both the Minnesota Fire Incident Report and the State Fire Marshal Investigators report indicate the absence of functioning smoke detectors. The presence of working smoke detectors has proven to be a significant factor in surviving a fire. We will attempt to measure over time the reduction in fire deaths in which absent or inoperable smoke detectors have been identified as a factor.

RATIONALE :

In 1993, state legislators felt strongly enough that smoke detector save lives that they enacted legislation to require smoke detectors in every dwelling in the state. Local governments in many areas of the state have gone one step further by requiring smoke detectors to be hard-wired into the homes electrical system.

The division will continue to work with the fire service, social service agencies, health department and other organizations to promote the use of smoke detectors in the state. Therefore, the reduction of fire deaths in the home will be contingent, in part, on educational strategies developed by the State Fire Marshal Division for local fire departments or other agencies to use to meet this objective. The ultimate purpose is to ensure that Minnesotans will survive a fire in their home environment through the use and maintenance of smoke detectors.

DATA SOURCE :

Data and information will be obtained by the Minnesota Fire and Information System, maintained by the Fire Marshal's office.

DISCUSSION OF PAST PERFORMANCE :

The fire death rates in Minnesota indicates that 68 percent of all fire deaths occur outside the 7 county Metro area. The Minnesota fire service is largely volunteer the time necessary to develop and promote smoke detector programs, has added to the problem, because the ability to disseminate information to the public was diminished, given these constraints. Also significantly linked to the fire death rate is the problem associated with use and abuse of alcohol and other substances. In 1992, clearly 52 percent of fire deaths and 4 of the 5 multiple fire deaths included some type of substance abuse. Additionally, children who have access to matches and cigarette lighters left within reach by care givers caused another 12 fire deaths in 1993.

In 1995, fire deaths in Minnesota reached a six year high at 83 deaths. Twenty eight persons lost their lives in 9 incidents, of those 20 were children under the age of 10. In all cases non-functioning or no smoke detectors were present. The majority of these case involved substance abuse in the form of alcohol.

PLAN TO ACHIEVE TARGETS :

The main factor in achieving this target is the cooperation of local fire and law enforcement agencies in complying with the statute, enacted in August of 1993, requiring immediate notification of state fire investigator in the event of a fire death. The required autopsy must also be completed in a timely manner and the results must be submitted to the division. Cities of the first class conduct their own investigations but must contact the division when a fire death occurs. This ensures that all fire deaths are investigated and that the Minnesota Fire Incident Report is completed for every fire death which includes information on the presence of or condition of the smoke detector at the time of the fire.

OTHER FACTORS AFFECTING PERFORMANCE :

Working with other departmental efforts to address the alcohol/substance use and abuse issues in Minnesota will play a significant role in affecting this performance outcome. In 1995, thirty two percent of all fire deaths involved alcohol or other substances.

The ability to reach parents and care-givers in non-traditional ways is critical. Additionally factors affecting outcomes are: providing school fire safety curriculum in elementary schools having take-home components for parents dealing with information on keeping matches and lighters out of the reach of children, homes having smoke detectors, and cooperation with local fire departments and social service agencies to provide smoke detectors to high risk populations who cannot afford them.

Agency : PUBLIC SAFETY DEPT

Program : STATE PATROL

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$53,832	38.48%
From Federal Funds	\$2,529	
From Special Revenue Funds	\$4,630	
From Agency Funds	\$10	
Trunk Highway Funds	\$44,691	
General	\$1,972	
Number of FTE Staff:	817	44.86%

GOALS :

- To reduce the incidence of alcohol/drug impaired driving. (M.S. 299D.03)
- To reduce the number and severity of motor vehicle crashes. (M.S. 299D.03)
- To increase the use of occupant restraints. (M.S. 299d.03)
- To improve the traffic safety environment through preventative enforcement activities. (M.S. 299D.03)

DESCRIPTION OF SERVICES :

The Minnesota State Patrol exists to ensure a safe environment on Minnesota's roadways.

To accomplish this mission, the State Patrol provides police traffic services for the safe and efficient movement of traffic through enforcement, education and assistance. In addition, the State Patrol provides security for the Governor, his family and residence. The State Patrol also provides assistance to the public and public service agencies at all levels and provides driver and vehicle inspections for determining compliance with state and federal laws governing the operations of motor carriers and commercial motor vehicles. The State Patrol investigates traffic collisions and initiates immediate remedial action on motor vehicle law violations and all criminal activity encountered.

BACKGROUND INFORMATION :

**MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC),
OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)**

**DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR
(FFY), BIENNIUM YEARS (BY)**

Type	Based	Measure	1994-95	1995-96
A	FY	No. of arrests for DWI	4,941	5,124
A	FY	No. of arrests and warnings for speeding	187,789	180,223
A	FY	No. of arrests and warnings for seat belt violations	60,937	56,556
A	FY	No. of commercial vehicle arrests and warnings for seat belt violations.	1,895	2,305
A	FY	No. of commercial vehicles weighed.	501,228	408,366
A	FY	No. of commercial vehicle inspections.	36,411	42,902
A	FY	No. of school bus inspections.	13,187	13,033
A	FY	No. of accidents investigated.	19,285	22,432
A	FY	No. of commercial vehicle accidents investigated.	4,752	N/A
A	FY	No. of motorist assistance.	142,411	154,644
A	FY	No. of safety education programs delivered.	17,072	10,223
A	FY	No. of citizens reached w/educational programs.	12,234,641	4,928,997
A	FY	Hours spent patrolling.	427,909	404,311
W	CY	Average annual miles patrolled per Trooper.	27,780	29,963
OD	CY	Actual # of Troopers available for duty.	510	492
OD	FY	Authorized Trooper positions.	535	535

PROGRAM DRIVERS :

Increases in registered motor vehicles and licensed drivers leads to an increase in the miles of vehicular travel on an annual basis. Increases in both areas challenge the State Patrol to maintain the same level of service while dealing with more vehicles and more miles driven. These increases in the number of motor vehicles, licensed drivers and vehicular miles traveled contributes to increased traffic congestion, especially in the Metropolitan area, compounding traffic control management and necessitating expedient incident control to minimize impediments to efficient traffic flow.

The Legislature has enacted passenger restraint laws which require children under the age of 4 to be properly restrained in an approved safety seat, passengers 4 to 10 years of age to be restrained with a properly fastened seat belt system, and the driver and front seat passengers of any passenger vehicle to be restrained with a properly fastened seat belt system. Violators of the passenger restraint law are subject to a \$25.00 fine, however, a peace officer may only issue a citation for this violation provided the vehicle was lawfully stopped for an additional moving violation. This is referred to as secondary enforcement. A change in law to allow primary enforcement would increase enforcement activity, heighten motorist awareness, and ultimately increase usage rates.

States with strong traffic safety legislation and consistent enforcement are more likely to be effective at changing individual behavior and reducing injuries and fatalities. Judicial action through sentencing and court case law decisions either strengthen or weaken the ability to fulfill the intent of these laws.

The key to the success of traffic safety programs is innovative leadership on traffic safety issues from the Executive and Legislative branches building the support for legislation and securing the necessary resources to accomplish program goals.

Engineering and design standards for vehicle performance can help prevent crashes from occurring. Motor vehicle inspection programs ensure that vehicles have safety equipment intact and working properly. When there is a crash, vehicles designed for safety can increase survivability. Passenger protection systems in vehicles, if used, can eliminate injuries or reduce their severity.

- Goal 1** : To reduce the incidence of alcohol/drug impaired driving.
- Objective 1** : Reduce the percentage of motor vehicle crash fatalities caused by alcohol/drug impaired drivers to 30% by the year 2002.

Measure 1 : Percentage of traffic fatalities classified as alcohol-related.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Per						
Actual	36%	35%	41%			
Target			35%	40%	38%	36%

DEFINITION :

The percentage of traffic fatalities classified as alcohol related is derived from the number of fatalities that occurred in motor vehicle crashes in which a police officer suspected that alcohol was involved and/or there was a positive blood test for alcohol, divided by the total number of fatalities. Minnesota uses the NHTSA-calculated measure of alcohol involvement in fatalities. The NHTSA estimate assigns an alcohol involvement category to crashes for which actual test results are unknown based upon an analysis of significant factors relative to the crash.

RATIONALE :

Historically, alcohol has been involved in 50% of motor vehicle fatalities. Reducing the number of crashes in which alcohol has a role will result in an overall reduction of fatalities.

DATA SOURCE :

Information on crashes comes from police traffic accident reports and coroners reports. Statistics regarding crashes are compiled by the Office of Traffic Safety and published in Minnesota Crash Facts.

DISCUSSION OF PAST PERFORMANCE :

The trend for the percentage of known alcohol-related fatalities has steadily declined over the previous 10 years. It is estimated that actual number of alcohol-related fatalities is higher than known alcohol-related fatalities because not all drivers in fatal crashes are tested for alcohol. The increase in the 1995 known alcohol-related fatalities percentage is, in part, a result of an increase from 80% to 90% in the percentage of drivers tested. The deterrent effect of administrative driver license sanctions and criminal punishment has had a role in this increase in drivers tested. The 1995 State Patrol arrests for DWI increased by 17% over 1994, in part due to temporarily increased staffing levels and the enhanced enforcement and education through Arrive Alive and Safe & Sober campaigns. In spite of lower staffing levels, a more modest increase of 4% occurred in 1996. This increase indicates the high priority placed on DWI enforcement. Aggressive DWI enforcement has proven to be effective in reducing the incidence of driving after drinking. Fewer drinking drivers will result in fewer fatalities.

PLAN TO ACHIEVE TARGETS :

Identification and removal of the drinking driver from the highways remains a high priority.

OTHER FACTORS AFFECTING PERFORMANCE :

Judicial decisions which affect the methodology or procedures used in enforcement of impaired driving laws may impact the ability to perform as noted. An increase in the authorized complement of Trooper positions would provide for increased patrol coverage and decrease average individual calls for service workload. Additional Troopers would provide for increased proactive preventative enforcement.

Advances in technology or impairment recognition methodology will improve the ability of troopers to identify impaired drivers. The ability to identify drivers with lower levels of impairment will increase the effect and decrease the incidence of impaired driving.

Goal 2 : To reduce the number and severity of motor vehicle crashes.

Objective 1 : Reduce the frequency of commercial vehicle crashes to 1.75 per 1 million miles by 2000.

Measure 1 : Commercial motor vehicle crash rate per million miles by 2000.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Crash rate per million miles traveled						
Actual	2.15	2.31	2.08			
Target		2.15	2.05	1.95	1.90	1.85

DEFINITION :

The commercial vehicle crash rate is the total number of crashes in which a commercial vehicle is involved divided by the miles of commercial vehicle travel and computed as the number of crashes per every 1,000,000 miles of commercial vehicle travel. This rate is a national industry standard.

RATIONALE :

Federal agencies use crash rates to measure performance and make comparisons between states. The rate also considers "exposure" (miles driven) which allows states of varying size and to be compared.

DATA SOURCE :

Total commercial vehicle miles driven is calculated by the Department of Transportation annually. The Department of Public Safety maintains records on the number and types of crashes which occur in a calendar year. Total number of commercial vehicle inspections is maintained in the State Patrol activity system.

DISCUSSION OF PAST PERFORMANCE :

Since 1980, commercial vehicle crashes have declined steadily from more than 10,000 to the recent low of 4,463 in 1992. The trend toward decline coincides with the State Patrol's entry into the federal Motor Carrier Safety Assistance Program (MCSAP). MCSAP provides incentives to states to increase commercial vehicle inspection and enforcement activities and achieve interstate compatibility of safety regulations related to the operation of commercial vehicles. Preventive roadside inspection programs have proven effective in reducing driver and vehicle defects and, ultimately, the incidence of commercial vehicle crashes.

The State Patrol is responsible for the inspection of vehicles used to transport students to and from school and school activities. Every school bus and Head Start bus must be inspected at least once per year. Random, unannounced spot school bus and Head Start bus inspections are performed as time and personnel allow.

PLAN TO ACHIEVE TARGETS :

Emphasis will continue with the MCSAP commercial vehicle inspections and size-weight-load enforcement. Federal priority shifts and reductions in personnel have caused the focus of commercial vehicle inspections to change, decreasing the number of level one (complete driver and vehicle inspections) and increasing the number of level three (driver only) inspections. Level three inspections are less time consuming and concentrate on the operator of the commercial vehicle. The operator, or human behavior factor, is currently a contributing factor in more than 75% of those crashes attributed to the truck.

Minnesota was selected under MCSAP to pilot test an automated commercial vehicle brake testing device. The device is permanently installed at the St. Croix weigh scale. The pilot test was designed to evaluate the accuracy of the device and determine the ability to withstand the harsh weather environment. The pilot result indicated the device will decrease the time required to perform a commercial vehicle inspection and more accurately assess the performance of truck braking systems. Due to the success of the pilot installation, an additional device is planned for the Dilworth scale facility near Moorhead. These devices will significantly reduce the time necessary to perform vehicle inspections.

Technology, which allows motor vehicle license plates to be read electronically as commercial vehicles pass by a fixed site, will allow for more efficient screening of vehicles. The license plate reader is connected to a database of information regarding commercial vehicle registration status and violation history. Vehicles can be accurately screened and pre-selected for inspection which will greatly enhance efficiency. One license plate reader is installed at the St. Croix scale facility and additional license plate readers are planned for the Worthington and Dilworth facilities.

Increased emphasis will continue to be placed on mobile commercial vehicle enforcement. Repeat violators are known to travel significantly off route to avoid fixed facilities. Mobile enforcement has proven effective at reducing the incidence of by-passing of fixed facilities. Consequently, increasing the effectiveness of size/weight/load enforcement has proven to have a significant role in the prevention of road damage caused by overweight trucks.

State Patrol school bus inspection teams will inspect every school bus and Head Start bus in the state at least once per year. Random, unannounced spot inspections of school buses and Head Start buses will occur as possible. Additionally, any school bus or Head Start bus involved in a collision will be inspected after the crash to determine if bus condition contributed to the crash and if the bus may continue to be safely operated.

OTHER FACTORS AFFECTING PERFORMANCE :

Commercial vehicle inspection activities are partially dependent upon continued full MCSAP funding from the Federal Highway Administration. Any changes in funding levels will have an impact on performance. The completion of the Dilworth weigh scale facility on I-94 near Moorhead was delayed and will now become operational in the fourth quarter FY1996. Impact on performance is dependent upon staffing level.

Goal 3 : To increase the use of occupant restraints.

Objective 1 : To increase the use of motor vehicle occupant restraints.

Measure 1 : Increase the percentage of driver and front seat occupant seat belt use to 80% by the year 2002 through enforcement and education.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Percentage of motorists						
Actual	55%	57%	65%			
Target			61%	64%	67%	70%

DEFINITION :

Measure is the ratio of estimated time on the roadway that front seat occupants are using safety belts compared to the estimated time on the roadway for these occupants.

RATIONALE :

Minnesota law requires all front seat occupants of a passenger vehicle, and occupants under the age of 11 seated anywhere in the vehicle to use an approved passenger restraint system. In addition, children under the age of four must be transported in an approved child passenger restraint system.

Motor vehicle crashes are the leading cause of death from the age of six months through 34 years. They are also the leading cause of paraplegia, quadriplegia and adult onset epilepsy. When there is a crash, using proper safety equipment will reduce the severity of injuries resulting from the crash. Current data shows that properly restrained occupants are 40% to 60% less likely to be injured or killed than non-restrained occupants.

DATA SOURCE :

The Department of Public Safety, Office of Traffic Safety, in conjunction with the National Highway Traffic Safety Administration, compiles detailed state and national data depicting all aspects of motor vehicle crash statistics. These statistics are published annually in the Minnesota Motor Vehicle Crash Facts publication.

A new survey design was initiated in August of 1994 and continued in 1995. The new survey design uses different sites and is not strictly comparable to the prior design.

DISCUSSION OF PAST PERFORMANCE :

Estimates indicate that 50% of the deaths from injuries to unbelted motor vehicle occupants could have been prevented had occupants used seat belts. As seat belt use has increased, fatalities and serious injuries have declined. Legislation requiring seat belt use and consistent enforcement of seat belt laws combined with educational programs has proven to increase use. Lack of primary enforcement status has prevented the impact of enforcement from being greater.

PLAN TO ACHIEVE TARGETS :

The Arrive Alive program is an enforcement and educational campaign designed to reduce the number of traffic collision, injuries and fatalities on roadways in Minnesota. The program will focus on the importance of seat belts, driver attitude, excess speed and impaired driving.

Safe & Sober is a federally funded campaign to increase enforcement of DWI and seat belts laws. This program provides funding for overtime work assignments dedicated to DWI and seat belt law enforcement during identified peak hours and locations.

OTHER FACTORS AFFECTING PERFORMANCE :

Legislation has had an important role in altering behavior to increase seat belt use. Observational surveys showed a 12 percentage point increase in use after the first seat belt law went into effect in 1986, about a 15 point increase after the \$10 fine was added in 1988, and about a 5 point increase when the fine was increased to \$25 in 1991. Studies in other states indicate that an additional increase in usage rates occurs when a seat belt law is changed from secondary to primary enforcement. Primary enforcement can have a dramatic effect on seat belt usage by allowing Troopers to directly change the behavior of persons not using seat belts rather than only when an additional moving violation is observed.

Minnesota and Iowa have similar seat belt education and enforcement programs; however in 1986, Iowa passed a primary enforcement seat belt law and Minnesota passed a secondary enforcement law. Current estimates indicate that Minnesota could effect a 12 percentage point increase in seat belt usage with the enactment of a primary enforcement law.

On January 1, 1993, the state of California upgraded its seat belt law from secondary enforcement to primary enforcement. Seat belt observations conducted in early 1993 indicate that the law change has produced nearly an 18 percent increase in driver seat belt use. A change from a secondary law to a primary law in Minnesota would positively impact seat belt usage rates.

Goal 4 : To improve the traffic safety environment through preventative enforcement activities.
Objective 1 : Increase the hours of proactive patrolling (unobligated) time by 2% in 1998 and 2% in 1999.

Measure 1 : Average percentage of total road patrol Troopers hours spent patrolling (unobligated).

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Average percentage of trooper hours						
Actual	57%	54%	56%			
Target		55%	56%	58%	56%	58%

DEFINITION :

Patrolling time is defined as those hours expended in preventive patrol; proactive traffic law enforcement, traffic direction, motorist assistance, traffic hazard removal, and availability for response to highway emergencies. Percentage of time patrolling is time patrolling divided by total time multiplied by 100.

RATIONALE :

An increase in the percentage of time spent in preventive or proactive activities will reduce the potential for a crash to occur by altering illegal and unsafe behavior, removing potential highway hazards and improving the overall safety environment.

DATA SOURCE :

Data is maintained in the State Patrol Activity Management System.

DISCUSSION OF PAST PERFORMANCE :

While the number of fatalities has decreased, the total number of crashes has remained at essentially the same level for the last twenty years. Motor vehicle crashes are in part classified by the factors which contribute to the crash. Many factors may contribute to a single crash. There are, however, a more limited number of factors that significantly affect the aggregate of traffic crashes. The human behavior factor is listed as a contributing factor in more than 87% of all crashes. The majority of activities performed during patrolling prevent crashes by altering driver behaviors that contribute to crashes. Reducing these behaviors would reduce crashes.

The population growth trend continues within the extended urban area of Minneapolis/St. Paul including Rochester and St. Cloud. This growth produces greater demand for police traffic services on an expanding and increasingly congested highway system. The rising acceptance of cellular telephone technology has increased calls for service by more than 20,000 per month. Use of cellular service has improved the timeliness of reporting of highway incidents, while causing an increased demand on agency resources. Fluctuation in staffing levels due to natural attrition and funding levels has increased individual work load and decreased available time for preventative patrol. Average annual miles patrolled per trooper has remained static at 29,985 miles in CY 1989 to 29,963 miles in CY 1995, while the total number of motor vehicle crashes investigated by State Patrol increased from 18,349 to 19,285 from CY 1989 to CY 1995.

PLAN TO ACHIEVE TARGETS :

Thirty-two replacement Troopers assumed full duties in the fourth quarter of FY 1995. These replacements filled a majority of then existing openings and helped equalize workload. Retirements and other attrition through fourth quarter FY 1996 has reduced the operating complement by 43 Troopers. Replacements will be selected and trained, and they are scheduled to assume full duties in third quarter FY 1997.

While the number of fatalities has declined over the past decade, the total number of crashes has remained at the 100,000+ level. (The all-time high for total crashes was 123,000 in 1975.) The State Patrol has, historically, responded to all crashes occurring on the federal and state system in order to expedite resolution and provide for accurate reporting. At current funding levels, and to meet necessary objectives, a reduction of the total hours obligated to crash related activities will be reexamined for impact. Procedural simplification and possible elimination of the investigation and reporting of crashes with less than \$1,000 in property damage will be examined.

A total of 10 Total Mapping Stations have been obtained through a federal grant from the NHTSA. These Total Mapping Stations are used to obtain accurate measurements and record physical evidence at the scenes of serious personal injury and fatal motor vehicle crashes. The use of these devices will significantly reduce the time necessary to investigate serious traffic crashes and reduce the associated residual congestion due to these incidents.

OTHER FACTORS AFFECTING PERFORMANCE :

Performance targets are based upon funding for a full complement of Trooper positions. Any budget base level reductions for agencies receiving funding from the Trunk Highway Fund will result in reduced personnel, increased individual workload, and service level reductions. Conversely, if additional funding is authorized to increase the maximum Trooper complement, workload and the percentage of time which is obligated will be reduced and proactive patrolling time and service levels will increase.

Agency : PUBLIC SAFETY DEPT
Program : STATE PATROL
BACT : CAPITOL COMPLEX SECURITY

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$1,961	1.40%
General	\$1,961	
Number of FTE Staff:	52	2.85%

GOALS :

- Provide a safe environment at the State Capitol, complex and state offices within the legal jurisdiction. (M.S. 299E.)
- Reduce the incidents of violence in the workplace. (M.S. 299E.)

DESCRIPTION OF SERVICES :

The Capitol Security Division was developed to provide a safe uninterrupted environment to transact state government business. To assist in the responsibility the division is divided into four main areas; uniformed security officers, sworn law enforcement, a dispatch center, and administrative services.

Uniformed personnel provide immediate emergency and non-emergency response to all incidents within its Capitol Complex jurisdiction (including 5 detached sites). This is accomplished by foot, bicycle and vehicle patrols. Officers respond to all criminal, civil, medical and public assistance incidents. Each response is documented and, if appropriate, is followed up by sworn law enforcement. Uniformed personnel also provide information and assistance to employees and citizens by providing escort's services, locking and unlocking facilities, enforcing parking regulations, etc. Crime prevention programs, CPR, and first aid training are offered to all state offices and employees. Training keeps employees safe and informed and intend to reduce the number of criminal incidents and medical deaths on state property.

Sworn staff conduct police investigations and interviews, serve search warrants, and arrest and charge individuals. Sworn personnel do follow up investigations on crimes against elected and judicial officials. In addition, sworn personnel are responsible for the protection of the legislature and prevention of disruption during the legislative sessions. Sworn staff coordinate liaison with outside agencies such as the Federal Bureau of Investigation, Secret Service, Minnesota Bureau of Criminal Apprehension, and the St. Paul Police Department.

Dispatchers notify officers via radio of Capitol Complex incidents, (approximately 5,000 a calendar year). They handle 8,000 monthly telephone calls ranging from immediate emergencies to directions. Dispatchers monitor and regulate 15,000 panic, security and environmental alarms and controls. In addition, they oversee 115 emergency intercoms and 115 closed circuit television cameras. Employees in this area then classify, document, and store all information received.

Administrative personnel focus mainly on the support functions including 15,000 photo and key card access cards. These cards regulate access and privileges throughout the 34 buildings and 27 parking lots in the division's jurisdiction. Building emergency planning, evacuating and testing are also responsibilities of the support staff. Support staff is responsible for keeping operations training and training certifications up to date. Administrative personnel also schedule personal protection functions for elected officials, judicial hearings and extracurricular events such as the Taste of Minnesota, concerts, rallies and demonstrations on the Capitol grounds. In addition they keep statistical reports, employee educational processes and evaluations.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
W	CY	Assault	31	45
W	CY	Burglary	0	1
W	CY	Drugs	1	3
W	CY	Bomb threat	2	4
W	CY	Disorderly conduct	49	64
W	CY	Damage to property	75	82
W	CY	Theft	92	106
W	CY	Suspicious persons	128	131
W	CY	Intoxicated persons	29	35
W	CY	Suspicious activity	108	120
W	CY	Personal property lost/stolen	8	9
W	CY	Personal found property	193	281
W	CY	Motor vehicle accidents	26	29
W	CY	Motor vehicle accidents with injury	3	10
W	CY	Traffic arrests	0	3
W	CY	Building fire	20	17
W	CY	Fire alarms	76	104
W	CY	Assist fire department	14	38
W	CY	Medicals	92	165
W	CY	Emergency/panic/hold up/ Governor alarms	51	63
W	CY	Emergency/panic/hold up/ intrusion alarms	114	120

PUBLIC SAFETY DEPT**1996 Agency Performance Report**

W	CY	Police assists/stolen vehicles/ shots fired/etc.	70	34
W	CY	Unsecured doors and windows	239	222
W	CY	Vehicles towed	4	2
W	CY	Persons stranded in elevator	74	93
W	CY	Citizen/employee assist	23	45
W	CY	Escorts	1,066	1,116
W	CY	Key card alarms	4	10
W	CY	Vehicle lock-outs	177	209
W	CY	Hazardous leaks reports	3	18
W	CY	Safety hazards, ice ect.	43	35
W	CY	Parking tickets issued	3,873	3,588
W	CY	Arson	1	0

PROGRAM DRIVERS :

Due to recent governmental disasters and the media coverage given them, the perception that one's safety is in jeopardy has increased tremendously. These situations are occurring with greater frequency and security has become an extremely high priority. State agencies in the Capitol Complex want additional officers, and other agencies have inquired into providing them with security.

Special interest groups are becoming more organized and politically involved. Rallies, demonstrations and other events such as the Taste of Minnesota, Twin Cities Marathon, etc., demand extensive planning and use of personnel and resources. New construction and renovation consistently draw resources from the division. Division directors are requiring more alarms, cameras, key card access, life saving equipment and environmental devices to secure their facilities. This directly affects the dispatch center as each system needs to be monitored and controlled by personnel.

- Goal 1** : Provide a safe environment at the State Capitol, complex and state offices within the legal jurisdiction.
- Objective 1** : Increase the number of reported cases of suspicious persons and suspicious activity by 15% by the year 2000.
- Measure 1** : Suspicious persons/activity that is reported to this division by the employees and customers we serve.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Suspicious persons						
Actual		128	131			
Target				236	243	250

DEFINITION :

Suspicious persons and activities are identified as those incidents and people that are not consistent with normal office personnel and routines. When confronted, they do not credibly respond to inquiries as to their purpose, action or location.

RATIONALE :

Statistics over the past couple years show a direct relationship between the number of suspicious persons/activities reported and the number of reported crimes against persons.

DATA SOURCE :

The division collects its data from dispatched calls for service. That information is then forwarded to the Criminal Justice Information System and is statistically logged.

DISCUSSION OF PAST PERFORMANCE :

The reported suspicious persons/incidents, has a direct correlation with the security access level of facilities in the Capitol Complex. The incidents are increased in those facilities that are more open to the public vs. those that have a low public usage and a key card access system in place.

PLAN TO ACHIEVE TARGETS :

The division has reinstituted the crime prevention unit. This unit teaches Capitol Complex employees crime prevention techniques including recognizing what and who are considered suspicious. Communication will be improved through monthly newsletters, E-mail, and bulletins.

OTHER FACTORS AFFECTING PERFORMANCE :

The total number of employees that can be reached through crime prevention classes, faxes, e-mail, and bulletins will affect the number of calls received. Employees must be reached to be made aware of suspicious persons and activities. Lack of e-mail, an overload of crime prevention class requests, and a shortage of staff can directly impact this measure.

Goal 2 : Reduce the incidents of violence in the workplace.

Objective 1 : Reduce the incidents of violence in the workplace by 15% by the year 2000.

Measure 1 : Violence in the workplace incidents reported to Capitol Security by Capitol employees and customers.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Violence in the workplace						
Actual		33	45			
Target				39	33	27

DEFINITION :

Violence in the workplace are those incidents of assault and threats that occur within the confines of the Capitol Complex jurisdiction. They include incidents of domestic assault, terroristic threats, bomb threats and assaults by co-workers and strangers.

RATIONALE :

The number of assaults in a calendar year are direct indicators of the amount of crime that exists and lead employees to feel unsafe. Capitol employees were surveyed in calendar year 1994, and 20.5% indicated they were concerned about violence in the workplace.

DATA SOURCE :

The division collects its data from dispatched calls for service. That information is then forwarded to the Criminal Justice Information System and is statistically logged.

DISCUSSION OF PAST PERFORMANCE :

The level of fear is based directly on the number of reported assaults at the Capitol and the surrounding St. Paul neighborhoods. The negative issue is that crimes that are occurring in close proximity to the State Capitol are often geographically marked by the news media as "near the state Capitol". The positive side is that the employees have a security force, emergency call boxes, and cameras to make their workplace a safer environment.

PLAN TO ACHIEVE TARGETS :

Communication will be improved through newsletters, bulletins, and public relations. People will be encouraged to use the available escort services. Keeping an updated incident file of domestic assaults and the restraining orders that are in affect for state employees. Keeping officers updated on the locations and suspects of probable assaults.

To continue to offer personal protection for our elected and judicial officials.
Advertise to the Capitol population our crime prevention unit, and encourage them to use it.

OTHER FACTORS AFFECTING PERFORMANCE :

Perception of being unsafe at work is hard to dispel due to the geographical location of the Capitol. The surrounding neighborhoods reported over 225 assaults to the St. Paul Police Department in the past calendar year. The media often uses the Capitol as a geographical marker to incidents not on the Capitol Complex.

Agency : PUBLIC SAFETY DEPT

Program : DRIVER & VEHICLE SERVICES

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$29,593	21.15%
From Federal Funds	\$35	
From Special Revenue Funds	\$10,292	
Trunk Highway Funds	\$15,759	
General	\$3,483	
From Gift Funds	\$24	
Number of FTE Staff:	541	29.68%

GOALS :

- To improve the quality of driving in Minnesota through regulation of driving privileges and driver training. (M.S. Chapters 171 and 169.)
- To provide better documented and more secure identification for drivers and non drivers. (M.S. Sections 171.07, 48.512, 340A.503, 201.161, and 593.37.)
- To collect revenue for transportation funding and general revenue, and improve methods of collection of proper fees and taxes and prompt depositing of funds. (M.S. Chapters 168 and 297B.)
- To promote increased protection of ownership and security interests in vehicles by promptly and accurately recording ownership, security interest, odometer and damage information for vehicles. (M.S. Chapter 168A, M.S. Sections 325E.15, and 325F.6641-2.)
- To improve access to accurate and up-to-date driver and vehicle records for law enforcement, judicial, business and personal purposes. (M.S. Sections 168.34, 168.345, 169.09, and 170.23.)

DESCRIPTION OF SERVICES :

The vehicle registration and title activity collects revenues in the form of motor vehicle registration and sales taxes. It assures that the moneys collected are deposited within 24 hours of receipt. In conjunction with the registration of motor vehicles, the activity issues certificates of title as evidence of ownership. This activity also regulates motor vehicle dealers to ensure proper collection of taxes and ownership of vehicles, manufactures license plates, and registers bicycles. This activity is also responsible for appointing deputy registrars and monitoring their

performance.

Included in this program is the customer service unit. This unit includes the public information center (PIC), motor vehicle registration and title, special plates and disability certificates, license plate impoundment, refunds, and record services.

The PIC acts as an information bureau for the division, providing answers to telephone and written inquiries to the general public, and record verification for deputy registrars and law enforcement. Approximately 1 million calls are answered each year. Duties also include record, research and corrections. During FY 1996, the number of calls answered decreased despite the installation of an automated attendant/recorded messaging system which handled 160,000 calls without live agent assistance. These calls are the simpler calls which take less time to answer. The remaining phone calls, which are answered by agents, are more complex and time-consuming. Despite the steps taken to accommodate all callers, over 300,000 callers are not served and citizen complaints about busy signals and long waits are common.

Another part of the customer service unit handles the motor vehicle registrations and title applications (in person, mail, inter-agency and fleet) at the Driver and Vehicle Services public counter areas where state taxes and fees are collected and customers are issued license plates and registration. Driver license and identification cards (AIDS) are also handled at the public counter area. Applications for driver licenses and picture aids are accepted and reinstatement fees are collected. Other customer service activities include the record services unit. This unit provides motor vehicle, driver license, and accident record information for the public, law enforcement agencies, and the courts.

The special plates and disability certificates unit processes requests for over 30 classifications of special license plates, including personalized, veterans, and collector plates. The same unit reviews applications for temporary, permanent, and commercial disability parking certificates and issues appropriate certificates to qualified applicants. License plate impoundment (court and administrative) answers telephone and in-person requests for information concerning impounded license plates and issues special series license plates to qualified applicants (multiple alcohol offenses). Also in this activity is the refunds unit which reviews and processes all requests to DVS for refunds of moneys previously paid.

Interstate registration and reciprocity activity provides a means of travel for Minnesota motor carriers in all US jurisdictions and Canada through base state registration in Minnesota. This is accomplished through the administration of two international agreements which reduce the economic and administrative burden from Minnesota motor carriers and provides for the distribution of carrier taxes to the other jurisdictions. This activity collects registration and fuel taxes from Minnesota motor carriers for fees due Minnesota and all other US jurisdictions and Canada. This allows vehicles to operate interstate more easily while ensuring that each state receives the appropriate share of registration and fuel tax revenues. This activity also administers reciprocity travel agreements with other jurisdictions and issues permits which also allow Minnesota vehicles to travel nationwide.

Driver licensing activity examines, licenses, and evaluates drivers; issues driver licenses, identification cards and instructional permits; and maintains driver history and traffic accident records. Driving privileges are withdrawn for various reasons including traffic convictions, court orders, and medical conditions. The activity also licenses driver training instructors and schools.

The volume of phone calls received in this area deals primarily with the reinstatement of driving privileges. During FY 1996, there were 167,000 inquiries that were answered. This was an increase of 20 percent more phone calls

over the previous year. New legislation and increased enforcement of traffic laws are some of the external factors that can cause an increase in public contact.

Also, in this activity are the no-fault compliance and accident records unit. The no-fault compliance unit administers programs for the monitoring of uninsured vehicles being operated on the public roads, streets, and highways of Minnesota. Administrative action (revocation of license plates and driving privileges) is taken against uninsured motorists. The accident records unit enters accident data into a data base for the statistical analysis of accidents. This data is used by the Office of Traffic Safety, the Department of Transportation, law enforcement agencies, and traffic engineers throughout the state.

The driver vehicle services support activity provides support services for the Driver and Vehicle Services division. The services include management of the division, development of administrative rules, research and analysis, payroll and personnel services, installation and maintenance of all computer equipment within the division, mail service within the division, and maintenance of the motor vehicle data base.

The record and information management unit prepares and mails approximately four million motor vehicle renewal notices each year. Approximately two million of the renewal notices are subsequently processed through an OCR scanner to update registration tax information on the computer system. Approximately six million documents are microfilmed each year. Six hundred dial-up accounts are serviced and maintained to allow individuals and companies access to the computer data base by telephone modem. Specialized lists of vehicle and/or owner records are prepared for law enforcement agencies, companies, and individuals. The unit also provides records for driver evaluation as requested.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

Type	Based	Measure	1994-95	1995-96
A	FY	Number of vehicles registration	4.65	4.63
A	FY	Titles issued (millions)	1.53	1.54
A	FY	Number of licensed dealers	3,550	3,770
A	FY	Number of bicycles registered	80,875	71,844
A	FY	Number of interstate vehicles operating in Minnesota	350,000	350,000
A	FY	Number of Minnesota based vehicles	59,815	60,000
A	FY	Number of carrier accounts	5,388	5,425
A	FY	Number of carrier audits	62	76
A	FY	Number of licensed drivers (millions)	3.2	3.3
A	FY	Number of licenses and ID cards issued (millions)	1.2	1.3
A	FY	Number of road tests	152,101	153,639
A	FY	Number of written tests	396,976	469,132

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A	FY	Motorcycle skill test	9,311	8,717
A	FY	Number of interviews	34,629	36,716
A	FY	Number of withdrawals	131,600	140,600
A	FY	Number of reportable accidents	113,746	116,000
A	FY	Number of salvage inspections	7,234	10,002
A	FY	Number of dealer inspections	4,831	5,909
A	FY	Number of instructors	450	482
A	FY	Number of schools	96	102
A	FY	Third party examiners	60	65
A	FY	Motorcycle third party examiners	100	100
A	FY	Driver education programs	120	121
A	FY	Number of vehicle transactions processed at counter	221,549	213,028
A	FY	Average customer wait time (in minutes)	5	5
A	FY	Disability parking certificates issued	56,147	44,667
A	FY	Number of special license plates issued	20,185	20,805
A	FY	Volume of calls answered annually (in thousands)	1,095	981

PROGRAM DRIVERS :

The number of car sales: The number of car sales fluctuates greatly from year to year, depending on economic factors. Increased car sales adversely affect certificate of title production and license plate supplies.

Legislative changes: The trend toward increased penalties causes increased workloads in processing administrative actions and record keeping. These changes are often unfunded.

Use of the driver's license for non-driving purposes: Governmental bodies and businesses have chosen to use the drivers license as a primary source of identification. This puts pressure on the division to issue cards rapidly while maintaining quality and security. In addition, the loss of driving privileges is now being used as a deterrent for non-driving behaviors such as non-payment of child support. There is also a trend toward using the driver's license records to maintain non-related data such as living will, designated parent, donor, etc.

Federal government mandates: The federal government has imposed mandates in the areas of access to records, commercial driver licensing, inter-state licensing, etc. Some of these mandates improve safety. In some cases, grants are provided to cover some of the start-up costs, while on-going costs are a state responsibility.

Goal 1 : To improve the quality of driving in Minnesota through regulation of driving privileges and driver training.

Objective 1 : The percentage of teenage drivers involved in crashes will be reduced by .5% per year.

Measure 1 : The percentage of teenage drivers involved in crashes.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Crashes						
Actual	13.8%	14.3%	15.2%			
Target				15.2%	15.2%	15.2%

DEFINITION :

The number of teenage drivers involved in reportable accidents divided by the number of teenage licensed drivers multiplies by 100, equals the percent of teenage drivers involved in crashes.

RATIONALE :

This measure is a reflection of whether or not driver training, examination and other programs, such as graduated licensing, are working to improve the quality of driving. The National Highway Traffic Safety Administration reported that an evaluation of licensing systems that have incorporated the graduated license system have found crash reductions of up to 16 percent with most falling between five and ten percent. (Oregon - 16% for males; Maryland - 5%; California - 5%; Ontario - 9%). Any changes in licensing new drivers and driver education will first be noted in teenage drivers since they are the majority of new drivers and driver training students.

DATA SOURCE :

The source of data is the legislatively mandated document, Crash Facts (Since Crash Facts is used, the outcomes are measured by calendar year).

DISCUSSION OF PAST PERFORMANCE :

Young, inexperienced drivers are by far the most crash involved. In 1993, they accounted for 5.8% of all licensed drivers and 13.8% of all crashes. In 1995, the teenage drivers (15-19 year) were 7.3% of all licensed drivers and 15.2 % of crashes; a total of 25,635.

PLAN TO ACHIEVE TARGETS :

The division will achieve the targets listed above with the current level of funding. While the targets show no improvement, the division hopes that the new law requiring permit holders under 18 to have a permit for 6 months before being eligible for a driver's license will have a positive effect. This will be achieved by requiring the permit holder to gain more experience at less risk. The department's new authority to regulate all driver education programs gives it the opportunity to more closely monitor all programs for compliance with the driver training standards, including curriculum content and hours of training. Improvements in knowledge and skills testing are being studied. When implemented, the tests will analyze the novice driver's awareness of risks and their decision making skills. A graduated licensing system is a multi-tiered program designed to ease young drivers into full licensure through controlled exposure to more difficult driving experiences. A comparison of the suggested graduated license system and the current Minnesota program shows that some of the elements of the system already in place in Minnesota.

OTHER FACTORS AFFECTING PERFORMANCE :

Many factors impact on traffic crash involvement: law enforcement, weather, and new legislation that may toughen or loosen requirements.

- Goal 1** : To improve the quality of driving in Minnesota through regulation of driving privileges and driver training.
- Objective 2** : Reduce the rate of repeat driving related drug and alcohol offenses by 1% annually.

Measure 1 : The percentage of driving related drug and alcohol offenses that are repeat offenses.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Rate						
Actual	40	50	49			
Target				50	50	50

DEFINITION :

This is the percentage of driving related alcohol offenses which were entered on records with one or more previous driving related drug or alcohol offenses.

RATIONALE :

The rate at which offenders repeat the offense indicates the effectiveness of programs aimed at preventing repeat offenses.

DATA SOURCE :

The data source is the driver license data base.

DISCUSSION OF PAST PERFORMANCE :

The trend during the 1980's and through 1994 was a decrease in first time offenders while the number of repeat offenders remained relatively stable. As a result the percentage of violations that were repeat offenses increased. The number of first time offenders has now leveled off.

PLAN TO ACHIEVE TARGETS :

With current staffing levels and expected increases in offenses, targets will be met. Programs aimed at preventing the first time offender from repeating the offense include swift and certain revocation, hard revocation (no limited license for the first 15 days of the revocation) and special DWI written exam to regain driving privileges. There is a special review interview given to second time offenders aimed at preventing a third violation. After the third violation the offender is required to undergo rehabilitation and document that to the department before regaining driving privileges.

OTHER FACTORS AFFECTING PERFORMANCE :

Legislation passed in the 1996 session (Chapter 442) will increase the number of offenses handled by the division (both first time and repeat offenders). Due to the increased number of cases to be handled, the planned emphasis on repeat offenders through special reviews and rehabilitation processes will not be met with current staffing levels. Therefore the target numbers do not reflect the division objective.

Goal 2 : To provide better documented and more secure identification for drivers and non drivers.

Objective 1 : All licensed drivers will have improved quality, secure driver license within 2 weeks of application by 1998.

Measure 1 : Percentage of current licenses produced with security features.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Security features.						
Actual	10%	25%	60%			
Target	10%	35%	50%	75%	100%	100%

DEFINITION :

This is the number of current licenses with security features is divided by the total number of current licenses produced.

RATIONALE :

Since the driver license has become the primary identification document for Minnesotans, a license that is secure from alteration and counterfeiting is an indicator of the protection offered to the public. Individuals are protected from having their licenses tampered with and possible used by others. Businesses that use the card for identification for accepting checks, verifying age, etc., benefit because the card is less likely to be tampered with and is more legible than before. Law enforcement benefits for the same reason. As the number of licenses issued under a new, more secure system increases, the protection to the public from possible fraud is increased.

DATA SOURCE :

This information is available from driver license production records.

DISCUSSION OF PAST PERFORMANCE :

The security features on the improved license include a holographic overlay which is destroyed by any attempted tampering. The name and driver's license or ID card number are printed in several places on the license as well as embedded in a magnetic stripe, with the number also bar coded on the license. The picture of the person is now fused into the card, rather than embedded between layers of lamination, to prevent replacing the picture. The percentage of licenses issued with these new security features has continued to increase through normal renewal cycles.

PLAN TO ACHIEVE TARGETS :

The target will be met through the normal renewal cycles.

OTHER FACTORS AFFECTING PERFORMANCE :

None.

Goal 2 : To provide better documented and more secure identification for drivers and non drivers.

Objective 1 : All licensed drivers will have improved quality, secure driver license within 2 weeks of application by 1998.

Measure 2 : Number of days between applying for and issuance of driver license.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number of days						
Actual	20	25	13			
Target	20	14	10	12	12	12

DEFINITION :

The average number of days is the period from the day the application is made to the day the license is released for mailing. Applications held for additional fees or information are excluded from this computation.

RATIONALE :

As the driver license has become the primary identification document for Minnesotans, prompt issuance is essential for the clientele. The length of time it takes to issue a license after application is an indicator of the quality of service. The two week time line is the minimum time required to issue a secure license.

DATA SOURCE :

Weekly production reports from the driver licensing activity provide this information.

DISCUSSION OF PAST PERFORMANCE :

Initial implementation problems caused severe delays in issuance. Those problems have been resolved and issuance during most of FY 1996 was within the acceptable time frame. The program area has met its objective of issuing a license or ID card to the customer within the two week target. Additionally, since full implementation of the new digitized system, enhancements to the system at 18 state locations has actually allowed some types of clean renewal applications to be updated from the site. The license is issued the same day that the application is made. This enhancement allows the card to be mailed to the customer within four days of application.

PLAN TO ACHIEVE TARGETS :

Several innovations will be explored. Currently several offices have the capability of entering the license information at the same time the picture is taken. This allows the license to be issued in as little as 2 days after the application is made. This is used only for renewals which do not include any change of information other than the expiration date. The plan is to expand the number of stations where this is done and the kinds of applications for which it is done. The division will also explore the use of scanning devices to read the information on applications, thus reducing data entry.

OTHER FACTORS AFFECTING PERFORMANCE :

The factors impacting the issuance of drivers licenses include the interaction with other systems that must also be operational for the issuing system to function. Some of these systems, such as the Problem Driver Pointer System and the Commercial Driver License System (two federally mandated and managed verification systems, and the internal system of the company that produces the cards are not under the control of this agency. New mandates for driving and non-driving related information on the licenses and the records can also impact the issuance time.

- Goal 2** : To provide better documented and more secure identification for drivers and non drivers.
- Objective 1** : All licensed drivers will have improved quality, secure driver license within 2 weeks of application by 1998.
- Measure 3** : Satisfaction level of law enforcement and industry users of identification.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Satisfaction level						
Actual		N/A%	N/A%			
Target		55%	75%	55%	65%	65%

DEFINITION :

This is the level of satisfaction with the security features, as stated by law enforcement agencies and industry users, on a survey to be developed by the department.

RATIONALE :

Law enforcement and other industries which rely heavily on the driver license as identification, recognized the need for more security features on the license as well as better legibility. These customers worked with the department to obtain the funding and select the format for the new license. Once the new license has been in use for a period of time and a reasonable number of drivers have been issued the license, the customers will be surveyed to see if the new format meets their needs.

DATA SOURCE :

A survey will be prepared by DVS and completed by users.

DISCUSSION OF PAST PERFORMANCE :

A survey was planned for FY 1996, to establish a baseline for satisfaction. The survey has not been accomplished due to start up problems with the new license. The program area will begin the survey project starting in FY 1997, and it will be completed by June 30, 1997.

PLAN TO ACHIEVE TARGETS :

If the level of satisfaction is not there, the division will work with the user groups to find ways to improve the security features.

OTHER FACTORS AFFECTING PERFORMANCE :

None.

Goal 3 : To collect revenue for transportation funding and general revenue, and improve methods of collection of proper fees and taxes and prompt depositing of funds.

Objective 1 : All moneys collected by deputy registrars will be deposited in 24 hours.

Measure 1 : Percentage of deposits made within 24 hours.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Percentage						
Actual	99.6%	99.7%	99.8%			
Target	100%	100%	100%	100%	100%	100%

DEFINITION :

This is the number of daily deposits received that were deposited within 24 hours divided by the total of all deposits.

RATIONALE :

A lower percentage rate would indicate more deputies not depositing state funds within 24 hours. Deposits of state funds are required by M.S. 168.33, sub. 2. to be made by the close of the next business day. Approximately \$875 million are collected annually.

DATA SOURCE :

Each year the number of working days is multiplied by the number of deputy registrars to determine the number of daily deposits. This number is used to calculate the number of late deposits. A record of late deposits are kept by the Deputy Audit unit.

DISCUSSION OF PAST PERFORMANCE :

This number has stayed fairly constant over the past years.

PLAN TO ACHIEVE TARGETS :

Deputy deposits will continue to be monitored for timeliness. Late depositing results in letters of non-compliance being sent to the delinquent office. Continued late deposits are addressed through administrative rule hearing procedures.

OTHER FACTORS AFFECTING PERFORMANCE :

None.

Goal 3 : To collect revenue for transportation funding and general revenue, and improve methods of collection of proper fees and taxes and prompt depositing of funds.

Objective 2 : Audit 3% of Minnesota carriers registering vehicles under the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA), to determine proper payment of fuel and registration taxes and compliance with the terms of the Agreement and Minnesota Statute.

Measure 1 : Number of audits of Minnesota carriers per year.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number						
Actual	66	62	76			
Target				120	120	120

DEFINITION :

This is the number of carriers for which audits are completed in a year.

RATIONALE :

The number of audits reflects Minnesota's compliance with inter-jurisdictional agreement requirements. The total number of audits should be 3% (162 audits) of all carriers. The IRP and IFTA require 15% of all carriers to be audited every 5 years.

DATA SOURCE :

Prorate and reciprocity unit records.

DISCUSSION OF PAST PERFORMANCE :

The division is required to audit at least 3% of the carriers annually to determine proper payment of fuel and registration taxes. These audits indicate compliance with IFTA and IRP regulations. The division is not currently meeting the 3% quota of audits because there is no auditing staff to complete these audits in a timely fashion. The auditing staff size has remained constant while the number of jurisdictions has doubled since 1980. This affects the time it takes to complete an audit since the taxes paid to more jurisdictions must be checked and, if there is an error, the taxes for more jurisdictions must be calculated. In addition, this division voluntarily took on IFTA processing and auditing in 1987.

PLAN TO ACHIEVE TARGETS :

The targets reflect the number of audits that can be performed with existing staff. After experiencing difficulty in obtaining and retaining qualified applicants for the auditing position, the division sought a re-classification of the position and expects that a fully staffed auditing complement will improve performance. However, the objective will not be fully met.

OTHER FACTORS AFFECTING PERFORMANCE :

None.

- Goal 3** : To collect revenue for transportation funding and general revenue, and improve methods of collection of proper fees and taxes and prompt depositing of funds.
- Objective 2** : Audit 3% of Minnesota carriers registering vehicles under the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA), to determine proper payment of fuel and registration taxes and compliance with the terms of the Agreement and Minnesota Statute.

Measure 2 : Increased revenue for Minnesota and other states and Canadian Provinces.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
MN						
Actual	\$33,000	\$45,200	\$66,000			
Target				\$70,000	\$70,000	\$70,000
Other states						
Actual	\$52,800	\$65,000	\$120,000			
Target				\$100,000	\$100,000	\$100,000

DEFINITION :

This is the amount of additional revenue collected as a result of the audits. Revenues are collected for Minnesota, as well as for other members of the agreements.

RATIONALE :

The amount of revenue found not being properly paid or credited to the wrong state reflects the usefulness of the program. During an audit, discrepancies can be found which will result in underpayments to some or all jurisdictions, as well as overpayments to some or all jurisdictions. The net result is reflected in these numbers.

DATA SOURCE :

Data is derived from internal records of the Prorate and Reciprocity Unit.

DISCUSSION OF PAST PERFORMANCE :

The amount of revenue collected for Minnesota and other jurisdictions as a result of the audits is reflected above. The amounts have increased due to increasing numbers of member jurisdictions and increasing tax rates.

PLAN TO ACHIEVE TARGETS :

The division will meet the targets with the current staffing level. The plan to increase the number of audits is described above. An increase in the number of audits will not necessarily increase the amount of revenue, since both under and overpayments are found during audits. The targets reflect the amount expected to be collected if the number of audits completed meets the targets in measure 1 of this objective.

OTHER FACTORS AFFECTING PERFORMANCE :

The tax structures of other states could affect this amount. For example, if another jurisdiction increases its tax on trucks, the amount collected for that state would be affected. The same is true for a change in the tax structure in Minnesota.

Goal 4 : To promote increased protection of ownership and security interests in vehicles by promptly and accurately recording ownership, security interest, odometer and damage information for vehicles.

Objective 1 : The data base will be updated and certificate of titles issued in not more than six days.

Measure 1 : Average title turn-around time.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Turn-around time.						
Actual	3.8	3.8	4.6			
Target		5	6.2	5.4	6.5	6.5

DEFINITION :

The number of days is calculated from the date the documentation is received in the title and registration data processing office until it is released to Central Mail.

RATIONALE :

The title document and record of the title provide information necessary for prospective buyers, financial institutions, law enforcement, vehicle dealers, and insurance companies to protect ownership and financial interests in vehicles. Speedy issuance of the document is necessary because many transactions, such as resale of the vehicle, granting loans, etc. are dependent on the presence of the ownership document.

DATA SOURCE :

Data is derived from division production records.

DISCUSSION OF PAST PERFORMANCE :

The length of time it takes to issue a certificate of title has increased in the last several years. This is due to an increase in workload, at the same time as the staffing levels have been reduced due to budgetary constraints. The increased turn around time is an average. A certificate of title can be issued within 1 day for special cases.

PLAN TO ACHIEVE TARGETS :

The targets will be met with existing staff and resources.

OTHER FACTORS AFFECTING PERFORMANCE :

The fluctuations in the number of car sales from year to year can cause delays in issuing titles or allow more rapid issuance.

- Goal 4** : To promote increased protection of ownership and security interests in vehicles by promptly and accurately recording ownership, security interest, odometer and damage information for vehicles.
- Objective 2** : The data base will be updated daily to reflect the correct registration information for all vehicles required to be registered in Minnesota. The unentered renewals in the office will not exceed 1.5% of total yearly renewals.

Measure 1 : Percentage of unentered registrations.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Percentage						
Actual	1.9%	1.1%	1.4%			
Target				1.4%	1.5%	1.4%

DEFINITION :

This is the average number of registration renewals waiting to be entered divided by the total of all registrations renewals. 1.5% is equal to approximately 53,000 vehicles.

RATIONALE :

Each unentered registration renewal represents a record that has not been updated. It is important, particularly for law enforcement purposes, that records be kept as up-to-date as reasonably possible and that license plates and sticker numbers be entered as soon as possible after issuance. Higher numbers of unentered registrations mean more records are not up-to-date. This percentage represents a number that is attainable and reasonable, since it implies that 98.5% of the vehicles will show the current registration information.

DATA SOURCE :

Data is derived from division production records.

DISCUSSION OF PAST PERFORMANCE :

The division has been able to meet this objective during most years in the recent past. Every other year an additional 500,000 vehicles (small trailers) are registered. This causes the percentage to be slightly higher in those years. In 1994, an unusually high number of car sales caused a backlog in entering registration renewals because emphasis was placed on transfers. This procedure has been changed and an unusually high number of car sales in FY 1996 did not adversely affect the updating of registration renewals.

PLAN TO ACHIEVE TARGETS :

Continued staffing levels and continued increase in workloads will result in the above targets. A procedural change will require that renewal registrations be entered at an acceptable level even during the heavy title issuing period. This should eliminate a large backlog of unentered renewal registrations as experienced in FY 1994.

OTHER FACTORS AFFECTING PERFORMANCE :

Legislative changes mandate additional record keeping and data programs. The amount of enforcement of registration laws by law enforcement agencies and the willingness of the public to obey the registration laws both affect the success of this program. The number of vehicles registered can also be affected by economic conditions.

Goal 5 : To improve access to accurate and up-to-date driver and vehicle records for law enforcement, judicial, business and personal purposes.

Objective 1 : Update the driving record within 48 hours of receipt of a driving conviction.

Measure 1 : Number of days to update the driving record electronically or by data entry.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Electronic convictions						
Actual	2	2	2			
Target				2	2	2
Paper convictions						
Actual	90	90	90			
Target				50	20	10

DEFINITION :

This is the number of days to update the driving record upon receipt of either electronic convictions or paper convictions.

RATIONALE :

Up-to-date data is necessary for the courts, insurance companies, and the public so that the record will be as accurate as possible. Most other actions, such as suspension and revocation of drivers' licenses, are automatically triggered from the conviction entry. Since the conviction entry sets other processes in motion, they are particularly important and a good indicator of the state of the records.

DATA SOURCE :

Data is derived from driver license activity reports.

DISCUSSION OF PAST PERFORMANCE :

The program area presently receives approximately 410,000 convictions annually. Of that, 55% of the convictions are received electronically through the Trial Court Information System (TCIS). Those convictions require that the division staff review the data for accuracy. They are electronically entered on the driving record within 48 hours of receipt. The remaining 45% of the convictions entered on the driving record are received from Hennepin, Scott, and Stearns counties, and other states. Hennepin county makes up 85% of the 45% of (192,000) paper convictions entered annually.

PLAN TO ACHIEVE TARGETS :

The division is working with Hennepin county to build a system which would mirror TCIS, to provide electronic transfer of convictions and allow the division to process those in the same system as the ones received from TCIS. The program area is also working towards participating in the driver license reciprocity system. This is a multi-jurisdictional plan which will allow the states participating in the system to pass convictions electronically from state-to-state, thus addressing the remaining 15% of 48,000 convictions which are presently entered on the record anywhere from 30 - 90 days from receipt. The completion of the Hennepin county batch link driver license reciprocity and all Minnesota counties participating in TCIS allow the program area's present staff to achieve the targets.

OTHER FACTORS AFFECTING PERFORMANCE :

Until all entities which provide convictions use similar electronic technology, the program area has no control over how often convictions are sent to the division. As more of these entities update their systems to electronic technology, the program area will be able to process the remaining paper convictions and up-date the record within 48 hours of receiving the data.

Agency : PUBLIC SAFETY DEPT

Program : ALCOHOL & GAMBLING ENFORCEMENT

BACT : ALCOHOL ENFORCEMENT

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$551	0.39%
From Federal Funds	\$74	
General	\$477	
Number of FTE Staff:	8	0.43%

GOALS :

- To increase the compliance with the state's liquor laws. (M.S. Chapter 340A.)
- To reduce illegal alcohol beverage service. (M.S. Chapter 340A.)

DESCRIPTION OF SERVICES :

Alcohol Enforcement (formerly Liquor Control Division) protects and serves the public through the uniform interpretation and enforcement of the State Liquor Act. Liquor enforcement protects the health and safety of the state's youth by enforcing the prohibition against sales to underage people. The division operates as a central source of alcohol licenses and violation records, ensuring availability of records to related agencies and the public. The division acts to maintain balance and stability in the alcoholic beverage industry through management of liquor licensing, education, enforcement and regulatory programs.

To carry out this mission, the division monitors alcohol from the manufacturers to the public, issues licenses, and defines and approves regulatory practices. The division provides technical and field assistance to businesses and local units of government. The division initiates enforcement actions and resolves and mediates complaints on liquor violations. The division conducts informal hearings on violators and provides forums for discussion and resolution of liquor issues as authorized by M.S. Chapter 340A.

The division has four primary function groups: 1) Interpretation of liquor act - one state-wide source to define law; 2) Licensing - retail approvals, manufacturers, wholesalers, importers, brand label registration and permit issuance; 3) Enforcement of the liquor act - undercover criminal investigations, regulatory trade practice compliance, pre-license and license inspections, and tax collection; 4) Support - data collection, reporting and communication.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC),
OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR
(FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
A	FY	On Sale - Sell only by the drink in bars and/or restaurants.	2,108	2,100
A	FY	On Sale - Clubs - American Legion, VFW, etc	565	556
A	FY	On Sale - Wine - Sell wine and/or beer only/to be consumed on premises.	569	598
A	FY	Off Sale - Sell only by the bottle in a liquor store/to be consumed off premises	675	667
A	FY	Combinations - Sell by the drink and/or bottle.	1,024	1,057
A	FY	Municipally owned liquor stores: On Sale licenses.	1	1
A	FY	Municipally owned liquor stores: Off Sale licenses.	102	103
A	FY	Municipally owned liquor stores: Combinations licenses.	179	175
A	FY	Liquor licenses.	7	7
A	FY	Wine licenses.	17	20
A	FY	Beer licenses.	101	102
A	FY	Distilled spirits and/or wine licenses.	250	259
A	FY	Malt beverages licenses.	83	87
A	FY	Consumption & Display Permit/Public place where set-ups.	526	486
A	FY	Consumption & Display Permit/Private clubs where set-ups.	96	89
W	FY	Investigations.	928	1,119
W	FY	Pre-license inspections of new liq. licenses.	287	316
W	FY	Public official contact- local enf. & licensing.	580	597
W	FY	Industry contacts - visit to liq. licensees.	327	276
W	FY	Routine inspections of liq. licensees.	416	523
A	FY	Alcoholic beverage industry related meetings.	176	264

PROGRAM DRIVERS :

Since the enactment of the liquor laws in 1934, the success in achieving goals has been affected by social values and economic factors.

Values: Alcohol is a subject eliciting strong value feelings from legislators, administrators and the public. The

values and attitudes range from total deregulation to prohibition. Alcohol Enforcement has to balance these two extremes by viewing alcohol as a potentially dangerous addictive beverage, while being legal and socially acceptable when not used in excess.

Economy: American's reduced consumption and the sluggish world economy has had its effect on the industry. Lost sales have reduced industry profits from manufacturer to retailer causing an increase in illegal activities. This makes it harder for the division to accomplish its mission and goals. The division is constantly under press to redefine the liquor laws to accommodate the increasingly changing industry.

Measurements: There will appear to be an inconsistency in measuring the division's performance in the areas of educating, enforcement, and licensing. As the division becomes more aggressive in educating and instructing the clientele as to the requirements of the liquor act, the output measures will appear to be less as there will be less illegal liquor activity and more compliance with the liquor laws. The goal is to have all liquor related matters in compliance with liquor laws, but this is not practicable with constant change in clientele. As we bring our clients and the general public into compliance, fines and arrests will decrease. By decreasing our fines and arrests, we will know that we are being effective.

Goal 1 : To increase the compliance with the state's liquor laws.

Objective 1 : To increase compliance to eighty-five (85) percent of the alcoholic beverage licensees inspected by the end of fiscal year 2002.

Measure 1 : Percentage of licensees passing inspection.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
% of licensees inspection.						
Actual			64%			
Target			70%	73%	75%	78%

DEFINITION :

The division implemented a random inspection program July 1, 1994. The number of licensees inspected in fiscal year 1995 was 253 out of 5,247 licensees. In 1995, the division received a 23% reduction in its budget. In order to maintain a compliance presence in the field, a plan had to be implemented to reach as many licensees as possible.

Licensees are required by statute to adhere to certain guidelines to maintain their license. By increasing the inspection ratio, the division should also find other violations that would otherwise go undetected.

RATIONALE :

The mere fact that a licensee has been inspected does not mean that compliance will automatically follow. The knowledge that a certain level of compliance is required and that assistance to reach that level is available from the division should help maintain the integrity of the system.

Measuring the percentage of establishments that pass inspection should be a good indicator of how effective the division's attempt at educating the industry really is.

DATA SOURCE :

Statistical data is obtained and maintained by the alcohol enforcement activity.

DISCUSSION OF PAST PERFORMANCE :

There has been no prior attempt at recording the percentage of establishments that pass inspections. Random inspections were started in July of 1994.

PLAN TO ACHIEVE TARGETS :

An inspection form has been developed and agents have been trained. Accurate computerized records of inspections will be maintained. A violation form with follow up correspondence has been implemented. The licensee has been informed of the inspection content and supplied with a condensed version of the law. An automated receptionist for the phone system has been implemented in order to use that person to replace the compliance coordinator who has been placed in the field. Agents' activities have been prioritized to emphasis inspections and require them to submit an inspection schedule. Paper work and office time for agents has been reduced.

OTHER FACTORS AFFECTING PERFORMANCE :

A factor affecting performance is the number of complaints in other areas that are reported. If these complaints consume too much time, the agents will prioritize them and some may not be investigated.

Goal 2 : To reduce illegal alcohol beverage service.

Objective 1 : To reduce the sales of alcohol to underage persons in participating communities by 35% by the end of C.Y. 1996.

Measure 1 : Reduction in sale to underage and intoxicated persons by establishments during survey.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
% selling before program						
Actual			38%			
Target				46%		
% selling after program						
Actual			21%			
Target				46%		
% reduction in sales						
Actual			45%			
Target				35%		

DEFINITION :

The division worked with local law enforcement, local liquor licensees, and other organizations in a collaborative effort to reduce access of alcoholic beverages by underage persons. The program targets underage persons attempting to purchase, as well as those purchasing with intent to supply to underage persons.

RATIONALE :

Under Minnesota law, sales of alcoholic beverages to underage individuals is a gross misdemeanor. The Badges in Business program sends a visible message to the community concerning the legality of, and the risks involved in, youth access to alcohol, creating a community deterrent and business incentive to not allow underage purchases. As of September 30, 1996, the Badges in Business program federal funding ended; however, collaborative efforts between communities and the division will continue to address youth access.

DATA SOURCE :

Performance results are generated from surveys by the division using underage decoys in controlled buy operations.

DISCUSSION OF PAST PERFORMANCE :

Program results for the period November 15, 1994 through September 30, 1996 indicates liquor licensees have been more conscientious about inquiring into the ages of those that do not look like they are over legal purchasing age in both liquor stores and bars across all project sites. Regrettably, access to alcoholic beverages by underage persons persists in the state. The program has resulted in local law enforcement agencies receiving increased calls, not only for assistance in verifying ID's, but also for general assistance in conducting day to day business. Further, the division has received numerous calls from licensees and law enforcement agencies for assistance in staff training and public presentation; a previously infrequent occurrence in this activity.

The division's ability to interact with all levels of business, local law enforcement and local government through the Badges in Business program has proven valuable in improving the quality of existing relationships and in the generation of new partnerships in Minnesota. With the strengthened support of statewide collaborations, the division has raised awareness and encouraged consequences of illegal actions on the part of careless licensees, underage purchasers and those of legal age who choose to supply to youth.

PLAN TO ACHIEVE TARGETS :

Through proactive enforcement and education efforts, the division directed community and business attention to the challenges involved in youth and intoxicated persons access issues, arresting both underage persons attempting to purchase and those purchasing for underage persons. The federally funded Badges in Business Program ended on September 30, 1996. Starting October 1, 1996, the new REEACT program will identify problem establishments and mandate them to participate in server training programs.

OTHER FACTORS AFFECTING PERFORMANCE :

Factors which affect performance include the amount of voluntary cooperation by local liquor licensees, the commitment by local law enforcement to work overtime hours on the program, the past history of the relationship between local law enforcement and liquor licensees in the individual communities.

Goal 2 : To reduce illegal alcohol beverage service.
Objective 2 : To increase the number of establishments identified as habitual offenders of illegal sale of alcohol to intoxicated and/or underage persons by 50% by the year 2000.

Measure 1 : Number of liquor licensed establishments investigated for illegal alcohol beverage sales.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
No. of investigations						
Target					20	40
Establishments completing certified training course						
Target					5	10

DEFINITION :

The division will work with local, county, and state law enforcement officials in an effort to investigate establishments identified as serving alcoholic beverages repeatedly to intoxicated and/or underage individuals. Those establishments identified as habitual offenders will be required to complete a division certified server training course. After server training the establishments will be monitored, and if similar infractions occur the division will respond according to M.S. Chapter 340A.

RATIONALE :

Establishments and managers are often able to avoid criminal and civil action by disassociating themselves from the violation of their employees, thereby not allowing a pattern of illegal activity to be linked to the business. Consequently, some licensees continue to allow illegal service in order to generate higher revenues, regardless of legality of the action. As of October 1, 1996, the newly created Retail Enforcement Education Action and Certification Training Program (REEACT) will target these establishments with a history of illegal alcohol sale violations.

DATA SOURCE :

Police reports and conviction data will be used to identify the establishments. The police reports for DWI, DUI, and underage consumption charges will be used as will the "place of last drink".

DISCUSSION OF PAST PERFORMANCE :

The REEACT Program began its first program year on October 1, 1996. As exemplified by the Badges in Business Program, the division has demonstrated a proven ability to work closely with law enforcement agencies across the state and does view the REEACT Program goals as serving to further the success of past program years.

PLAN TO ACHIEVE TARGETS :

A federal grant has been awarded to support one person to implement the REEACT program. Through proactive information and collaborative investigations, the agents will gather the required information.

OTHER FACTORS AFFECTING PERFORMANCE :

Factors which will affect REEACT Program performance include the amount and degree of cooperation from local, county, and state enforcement agencies and the degree of support from the Minnesota liquor industry.

Agency : PUBLIC SAFETY DEPT
 Program : ALCOHOL & GAMBLING ENFORCEMENT
 BACT : GAMBLING ENFORCEMENT

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$1,347	0.96%
From Special Revenue Funds	\$185	
General	\$1,162	
Number of FTE Staff:	15	0.85%

GOALS :

- Reduce the amount of prohibited persons and entities from involvement in legal gambling through background investigations and checks. (M.S. Section 299L.02 Subd 1(a); 299L.02 Subd 2(1); 299L.02 Subd 3(a); 299L.07; 3.9221; 349.151 Subd 8)
- Enhance the quality and quantity of service provided for criminal and civil investigations relating to gambling for which law enforcement and regulatory agencies request assistance. (M.S. Section 299L.02 Subd 1(b); 299L.02 Subd 2(1); 299L.02 Subd 3(b); 299L.02 Subd 4)
- Increase inspections of state authorized and Tribal gaming to assure security and/or compliance with state law and rules. (M.S. Section 299L.02 Subd 1(c); 299L.02 Subd 2(2); 3.9221.)

DESCRIPTION OF SERVICES :

Gambling Enforcement routinely receives reports of criminal and civil violations from both gambling regulatory agencies and from the public. Gambling Enforcement tracks all such complaints and conducts investigations where appropriate. The staff works in concert with the appropriate regulatory agencies on these investigations.

Staff routinely works with local law enforcement agencies in the enforcement of criminal laws relating to illegal gambling and criminal violations of lawful gambling. Staff provides technical assistance to law enforcement agencies and county attorneys.

Gambling Enforcement conducted a survey of law enforcement agencies. The survey indicated that a majority of the agencies were not involved in criminal investigations regarding illegal forms of gambling, and that approximately 90% of these agencies conducted little or no gambling related criminal investigations. Additionally,

over 55% of the law enforcement agencies responding to the survey rated gambling investigations as one of their lowest priorities. Based on this survey, and other factors, Gambling Enforcement believes that with law enforcement's limited resources, other felony crimes have a higher priority. Therefore, Gambling Enforcement has become the primary investigative agency.

Gambling Enforcement participates in a number of local, state and federal task forces to network with other law enforcement agencies, nation wide, in the detection and apprehension of criminal elements in gambling.

The Department of Public Safety is designated in the Tribal/State Compacts as the agency that is to ensure compliance with the provisions of the compacts. To accomplish that, background checks of the employees of the Tribal Governments are conducted. These background checks include criminal history checks and forwarding fingerprints to the FBI for a national criminal record check. More detailed background investigations are conducted for the management officials that are requested by the Tribal Governments. Staff routinely inspects video games of chance and the play of blackjack to ensure technical compliance with the compacts. Responding to complaints and calls for information from the public are part of the compact responsibilities.

Gambling Enforcement has the responsibility for the licensing of manufacturers and distributors of gambling devices. This includes video games of chance, such as slot machines and video poker games. A thorough background investigation of the companies is required prior to the issuance of the license.

The division also conducts background investigations into the ownership and financial structure of gambling equipment licensees of the Gambling Control Board, lottery vendor contractors with the Minnesota Lottery and parimutuel licensees of the Minnesota Racing Commission.

A security audit of the Minnesota State Lottery must be conducted annually to ensure internal controls are adequate to maintain the integrity of the system.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
W	FY	Number of criminal checks requested	22,211	23,298
OD	FY	Number of criminal checks completed	22,211	23,298
A	FY	Number of random compliance checks	392	306
A	FY	Number of complaints on Tribal casinos	22	34
A	FY	Number of investigations initiated	469	522
OD	FY	Number of investigations completed	411	330
W	FY	Number of licenses issued gambling devices	38	43
A	FY	Number of licensing background investigations	24	75
A	CY	Number of electronic surveillance investigations	5	6

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A	CY	Number of non criminal cases initiated	167	216
A	CY	Number of criminal cases initiated	293	274

PROGRAM DRIVERS :

Increases in lawful forms of gambling: Increases in lawful gambling such as charitable gambling, Tribal casino gambling, Minnesota State Lottery, and pari-mutual horse racing creates challenges for Gambling Enforcement. Rapid expansion of gambling in the State has created a tremendous increase in requests for background investigations and in the need for providing adequate enforcement of gambling laws/rules to ensure public safety and integrity in the industry.

New forms or changes in gambling: New forms or changes in gambling, such as pull-tab dispensing devices which were authorized by the last legislature, or potential new forms of gambling such as card rooms that were considered during the last legislative session, will dramatically affect Gambling Enforcement.

Increased reporting of suspected violations of gambling laws: Public awareness of the problems inherent in gambling such as theft and forgery has underscored the need to report illegal activities to the proper agencies.

Industry standards: Background investigations have become an industry standard for all forms of gambling. Each law regulating gambling has a number of standards which disqualify certain individuals or entities from being involved in gambling in Minnesota. Examples of these standards are: convictions of certain types of criminal violations, being involved in illegal business, being delinquent in taxes, and the licensing entity determination that it is not in the public interest that the individual or entity be involved in gambling. This process is crucial in maintaining the integrity of gambling.

Complexity in the industry: Worldwide expansion of gambling has increased the demand for gambling related products and services. In Minnesota, many of these companies require licensing. Gambling Enforcement has found that these companies are becoming more and more complex with frequent financial or personnel changes, and, as a result, the background process has become much more time and resource demanding.

Goal 1 : Reduce the amount of prohibited persons and entities from involvement in legal gambling through background investigations and checks.

Objective 1 : To process 90% of the criminal record checks within 10 days of receipt.

Measure 1 : Number of requests for criminal record check investigations.

	<u>F.Y.1993</u>	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>
Number of requests						
Actual		20,231	22,211	23,298		
Percentage processed in 10 days						
Actual		N/A%	N/A%	N/A%		
Target					90%	90%

DEFINITION :

State law and Tribal/State Compacts require background investigations of certain employees involved in lawful forms of gambling. These background investigations range from basic computer criminal history checks to more comprehensive checks which may include personal interviews, credit checks, networking with other law enforcement agencies and civil court record examinations.

RATIONALE :

State law and Tribal/State Compacts prohibit individuals with prior criminal records from employment in the gambling industry. Also certain individuals or entities can be prohibited from employment in the gambling industry if it can be shown that, because of prior business practices, they would have an adverse effect on public health, welfare, and safety.

DATA SOURCE :

The Gambling Enforcement division maintains a record of names submitted for background investigations on a computerized data base.

DISCUSSION OF PAST PERFORMANCE :

The Gambling Enforcement division has maintained a 100% completion for requests for criminal record checks.

PLAN TO ACHIEVE TARGETS :

This objective has top priority.

OTHER FACTORS AFFECTING PERFORMANCE :

Background investigations are completed in conjunction with regulatory agencies which administer the forms of legalized gambling. Changes in state law or rule can increase or decrease the number of individuals or entities that require background investigations. Also, any expansion of gambling or the extreme popularity of Tribal Gaming, creates more employment in the industry.

- Goal 2** : Enhance the quality and quantity of service provided for criminal and civil investigations relating to gambling for which law enforcement and regulatory agencies request assistance.
- Objective 1** : To increase the use of electronic surveillance in order to reduce the amount of theft of charitable gambling funds at lawful gambling sites by 10% annually.
- Measure 1** : Number of cases involving the theft of gambling funds at lawful gambling sites where electronic surveillance was utilized.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
To increase the use of electronic surveillance by 10%.						
Actual			20%			
Target				10%	10%	10%

DEFINITION :

Thefts from lawful gambling funds are a violation of M.S. 609.52. These type of thefts are a threat to the integrity of lawful gambling in the State of Minnesota. The number of complaints involving thefts of charitable gambling funds from lawful gambling sites has steadily increased. The division places a high priority on this type of investigation. Prior to the use of electronic surveillance, the investigative time needed to complete an investigation was extremely high.

In addition to the high investigative time requirements, the likelihood of successful prosecution was very low. Because of the small investigative resources the division had to confront this problem, a search for a solution to assist in the detection of this crime was instituted. The division has learned that electronic surveillance at problem lawful gambling sites has been an effective tool to detect and apprehend those responsible for the thefts.

RATIONALE :

Gambling Enforcement does these investigations in conjunction with local law enforcement and those individuals within lawful gambling organizations responsible for the integrity of gambling at their sites.

DATA SOURCE :

Gambling Enforcement maintains a record of investigations conducted on a computerized data base.

DISCUSSION OF PAST PERFORMANCE :

Since the division has implemented the use of electronic surveillance in detecting thefts from lawful gambling site locations, the success rate of this type of investigation has increased dramatically.

PLAN TO ACHIEVE TARGETS :

Emphasis will be placed on the value of electronic surveillance for the detection and apprehension of theft related investigations. The cameras the division owns will be utilized to obtain the best results.

OTHER FACTORS AFFECTING PERFORMANCE :

Gambling Enforcement is dependent upon adequate funding. Impact on performance is dependent upon a staffing level that enables the division to accomplish these tasks. The division's performance is affected by the continued interest of local law enforcement and affected agencies in the electronic surveillance investigations.

Goal 2 : Enhance the quality and quantity of service provided for criminal and civil investigations relating to gambling for which law enforcement and regulatory agencies request assistance.

Objective 2 : To increase the number of criminal cases investigated by the division by the 2% per year through the year 2002 (using 1995 as a base year).

Measure 1 : Number of criminal cases initiated by the division.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
criminal cases						
Actual	338	293	274			
Target				279	285	292

DEFINITION :

Gambling Enforcement is statutorily the primary state investigative agency for gambling related enforcement. As such, the division is expected to take a leadership role in the enforcement of gambling related criminal activity.

RATIONALE :

Criminal investigation of gambling not only enforces the law, but acts as a deterrent.

DATA SOURCE :

Gambling Enforcement maintains a record of the number of cases on a computerized data base.

DISCUSSION OF PAST PERFORMANCE :

The lawful gambling regulatory agencies have added additional personnel to identify criminal activity. These cases are then referred to Gambling Enforcement for full investigation. The personnel involved in the detection of these crimes are more experienced and can identify more complex criminal activity. Because of an extremely high volume of background investigative requests by lawful gambling regulatory agencies, the division has had to divert its focus from criminal investigative enforcement to noncriminal regulatory functions.

PLAN TO ACHIEVE TARGETS :

Increased emphasis will be placed on detecting and responding to gambling related criminal activity. The division is concentrating on finishing the current volume of background investigations in a timely manner, and being able to have staff direct their attention from a primarily regulatory function into a more balanced investigative effort. This balance will include both regulatory and criminal investigations.

Goal 3 : Increase inspections of state authorized and Tribal gaming to assure security and/or compliance with state law and rules.

Objective 1 : Increase random testing of video games of chance and the conduct of blackjack by 10% in each fiscal year.

Measure 1 : Number of random tests conducted at Tribal casinos.

	<u>F.Y.1993</u>	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>
Number of tests						
Actual	9	413	392	306		
Target					336	370

DEFINITION :

Tribal/State Compacts allow for inspection of the premises used for the conduct of blackjack and play of video games of chance at Tribal casinos by agents of the Department of Public Safety. By randomly testing these games, the public can be assured that the conduct of the games meets the requirements of the Tribal/State Compact.

RATIONALE :

Provisions within the State/Tribal Compacts ensure that the play of video games of chance and blackjack at Tribal casinos are conducted in a manner that assures the public that the games are fair. The survival of the gaming industry in Minnesota demands that these games have the highest credibility. Random testing confirms the compliance with requirements of the Tribal/State Compact.

DATA SOURCE :

Gambling Enforcement maintains records of tests and the findings of those tests in a computerized data base.

DISCUSSION OF PAST PERFORMANCE :

Effective August 1, 1994 the statute was amended to require that all manufacturers and distributors of gambling equipment licensed by the Gambling Control Board have a thorough background check conducted. This adversely affected the division's ability to perform the random tests in FY 1995.

PLAN TO ACHIEVE TARGETS :

Personnel have been trained in the testing procedures, and with proper scheduling this target should be met.

OTHER FACTORS AFFECTING PERFORMANCE :

Gambling Enforcement cannot control the number of video games of chance at Tribal casinos, nor the amount of blackjack games conducted at Tribal casinos. Also, the number of complaints concerning noncompliance at Tribal casinos dealing with video games of chance and blackjack cannot be controlled. The number of Tribal casino inspections conducted by Gambling Enforcement are limited to available and trained personnel with the division.

- Goal 3** : Increase inspections of state authorized and Tribal gaming to assure security and/or compliance with state law and rules.
- Objective 2** : To respond to complaints at Tribal casinos in order to ensure compliance with State/Tribal compacts, the division will respond to all identifiable non-compliance complaints concerning video games of chance and blackjack within 5 working days of being received by the division.

Measure 1 : Number of complaints completed within 5 days.

	<u>F.Y.1993</u>	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>
Number of complaints completed within 5 days.						
Actual	N/A	N/A	N/A	N/A		
Target					30	35

DEFINITION :

Tribal/State Compacts allow for inspection of the premises used for the conduct of blackjack and play of video games of chance at Tribal casinos. Gambling Enforcement investigates complaints and tests the particular device or game in question. Randomly testing other devices or games on the premises assures the public that the conduct of the games meets the requirements of the Tribal/State Compact.

RATIONALE :

Provisions within the State/Tribal Compacts ensure that the play of video games of chance and blackjack at Tribal casinos are conducted in a manner that assures the public that the games are fair. The survival of the tribal gaming industry in Minnesota demands that these games have the highest credibility.

DATA SOURCE :

Gambling Enforcement maintains records pertaining to Tribal casinos tested and the findings of the citizens complaints on a computerized data base.

A record keeping system to measure the timely response to complaints from citizens will be developed.

DISCUSSION OF PAST PERFORMANCE :

The division plans on increasing the random, unannounced testing of video games of chance and blackjack at Tribal casinos. Because of statutory changes in 1994, the division was tasked with a large volume of background investigations for the Gambling Control Board that have occupied the time of the special agents trained in the testing procedures. However, the division is dependent upon adequate funding and the impact on performance is contingent upon a staffing level that enables the division to accomplish this task.

PLAN TO ACHIEVE TARGETS :

With proper scheduling, this objective will be met.

OTHER FACTORS AFFECTING PERFORMANCE :

The division has no way to control the number of complaints from the public concerning video games of chance and blackjack. The amount of reported complaints may vary greatly from year to year.

The division also cannot control the number of video games of chance and investigations of citizens complaints, nor the amount of blackjack games conducted at Tribal casinos. The number of Tribal casino inspections conducted are limited to available and trained personnel.

Completion of background investigations can adversely affect the timeliness of investigations of citizens complaints.

Agency : PUBLIC SAFETY DEPT

Program : TRAFFIC SAFETY

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$2,725	1.95%
From Federal Funds	\$2,102	
From Special Revenue Funds	\$384	
Trunk Highway Funds	\$171	
General	\$68	
Number of FTE Staff:	11	0.62%

GOALS :

- Reduce the number and severity of traffic crashes (M.S. Section 4.075)
- Reduce the incidence of impaired driving (M.S. Section 4.075)
- Increase the correct use of seat belts (M.S. Section 4.075)
- Reduce the number of speed related fatal crashes (M.S. Section 4.075)

DESCRIPTION OF SERVICES :

The mission of the Office of Traffic Safety (OTS) is to reduce the number and severity of traffic crashes in the state of Minnesota by planning, managing, coordinating, and evaluating traffic safety activities using federal, state, and local resources, and by providing statistical information about traffic crashes.

To carry out this mission, OTS serves as the staff office for the Governor's Representative for Highway Safety and coordinates Minnesota's participation in the National Highway Traffic Safety Administration's federal grant program. (M.S. Section 4.075 establishes the existence of the highway safety program.) In addition to the federal grant program, OTS coordinates and manages several state-funded programs, including the intensive probation grant program, the motorcycle safety program, and the bicycle safety program. OTS also produces Minnesota Motor Vehicle Crash Facts to satisfy the requirements of M.S. Section 169.10.

Staff play a variety of roles in accomplishing the division's mission and goals. Safety program coordinators (roughly half of the OTS staff of eleven) serve as grant administrators who interact with project directors (grant recipients) and funding agencies (usually NHTSA); coordinators also act as program experts who testify before the

legislature, answer questions from the media and the general public, and advise policy makers and legislative staff on issues related to the program areas they coordinate. In recent years, the coordinators have managed approximately forty five federal-funded projects and fifteen state-funded projects each year. Many divisions within Public Safety participate in the projects, and several other state agencies receive funds through the coordinators' efforts.

OTS has two research analysts who analyze traffic crash data from Minnesota, produce the legislatively-mandated Minnesota Motor Vehicle Crash Facts booklet, identify traffic safety problem areas for the coordinators, answer questions from the general public, and evaluate the effectiveness of various traffic safety programs.

Minnesota also participates in the Fatal Accident Reporting System, a national database on fatal motor vehicle crashes which is internationally known and respected. The FARS Program (analyst and backup) is part of OTS.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
	CY	Traffic crashes	99,701	96,022
	CY	Persons killed	644	597
	CY	Fatality rate	1.48	1.35
	CY	Vehicle miles traveled (billions)	43.4	44.1
O	CY	Number of registered motor vehicles (millions)	3.67	3.68
O	CY	Number of licensed drivers (millions)	3.34	3.39
O	CY	Percentage of drivers under age 20	6.9	7.3
O	CY	Percentage of drivers over age 75	6.0	6.3
O	CY	Percentage of drivers 20-29	18.6	18.2
	CY	Pedestrian fatalities	53	49
	CY	Bicyclist fatalities	16	5

PROGRAM DRIVERS :

Drivers in high-risk age categories: Perhaps the single most important factor in the success or failure of this program is the percent of licensed drivers who fall within certain high risk age categories. In past decades, the very young (under 20) and the very old (over 75) drivers were most over involved in traffic crashes. More recently, the young driver 21 to 30 (or even to 35) has become the most over involved group. These young adults who are of legal drinking age will be increasing as a percentage of all licensed drivers and will very likely have a negative effect on motor vehicle crashes, injuries and fatalities in the mid-'90's.

Vehicle miles traveled: The greater the exposure, the higher the crash totals. The number of vehicle miles traveled each year in the state is an important program driver which is, in turn, driven by economic conditions, availability

and cost of motor fuel, and the competing cost of alternative transportation.

Legislative and judicial support: States with pivotal traffic safety legislation (e.g., primary seat belt laws and tough drunk driving legislation) are far more likely to be effective in reducing motor vehicle injuries and fatalities. Court decisions either strengthen or disable these laws.

Administrative support: States with governors that take active roles in traffic safety efforts are more likely to be successful. They more often get the political support necessary for legislation, and are far more likely to get the resources necessary to achieve program goals.

- Goal 1** : Reduce the number and severity of traffic crashes
- Objective 1** : The statewide motor vehicle fatality rate per one hundred million vehicle miles traveled will be 1.00 by the year 2002.

Measure 1 : The fatality rate per one hundred million vehicle miles traveled.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Fatality Rates						
Actual	1.27	1.48	1.35			
Target		1.30	1.25	1.30	1.25	1.20

DEFINITION :

This fatality rate is calculated by dividing the number of traffic fatalities by the number of vehicle miles traveled within Minnesota. The rate is available only on a calendar year basis. To be included, a fatality must occur within 30 days of its related motor vehicle crash.

RATIONALE :

This measure is the industry standard. National Highway Traffic Safety Administration and Federal Highway Administration use it as a basic measure of a state's performance in traffic safety, and states can readily compare their performance because the measure is standard across states. This measure takes exposure (miles driven within the state) into account in a manner that is more reliable than other potentially normalizing factors (such as number of drivers or number of vehicles).

DATA SOURCE :

The Minnesota Department of Transportation calculates the number of vehicle miles traveled in Minnesota. The Department of Public Safety records the number of traffic fatalities that occur in each year.

DISCUSSION OF PAST PERFORMANCE :

Minnesota's fatality rate per 100 million vehicle miles of travel reached a recent-history high of 5.52 in 1966 -- the year in which the milestone Highway Safety Act was passed. That rate has dropped steadily, with the exception of a few minor blips, to an all-time low of 1.27 in 1993, and was lowest in the nation in 1987, 1988, and 1989. Minnesota has been higher (worse) than the national death rate only once in the past 30 years. In 1978 Minnesota's rate was 3.40 compared to a national rate of 3.39. Minnesota's low of 1.27 in 1993 compares very favorably to the national rate of 1.7+.

1994 was a year with unusually high fatalities. Data analysis has not revealed a single cause for the increase in traffic deaths that year, and traffic fatalities for 1995 are more in line with the average of the past ten years. Nevertheless, the increases in these years meant that goals were missed and targets needed to be reconsidered for the future.

PLAN TO ACHIEVE TARGETS :

Emphasis will continue in the two top priority areas -- impaired driving and occupant protection. The first is the single greatest contributor to serious and fatal motor vehicle crashes. Whenever/wherever impaired driving is reduced, motor vehicle injuries and fatalities are also reduced. The second, occupant protection, is the single greatest reducer of injury severity. According to estimates by the National Highway Traffic Safety Administration, approximately half of the unbelted vehicle occupants killed each year would be alive today had they been protected. The above emphases are discussed further in the narratives of the following objectives. OTS is involved in achieving these targets by providing funding to state and local governmental agencies that are active in enforcing the relevant traffic laws or providing public information or education materials about the issues.

In addition to supporting impaired driving and occupant protection projects, OTS will fund several selective enforcement projects under the NHTSA Safe and Sober campaign which will emphasize excessive speed and other hazardous driving infractions. OTS will continue to administer the very successful motorcycle and bicycle safety programs, and will utilize new problem identification techniques to examine possible pedestrian problems which might be addressed by this federal/state program.

OTHER FACTORS AFFECTING PERFORMANCE :

The motor vehicle fatality rate may be affected by economic conditions. Several studies have found that this rate increases in particularly good economic times when citizens travel more, celebrate more, and appear to be less cautious with regard to their safety. This rate will also be affected by the percentage of licensed drivers who fall into high risk age categories (see Program Drivers.) To a lesser but still significant degree, fatality rate may be subject to weather conditions. Good weather results in fewer but more serious motor vehicle crashes. Slippery roadway conditions result in more but less serious crashes. Exceptionally stormy weather results in fewer and less severe crashes.

Goal 2 : Reduce the incidence of impaired driving

Objective 1 : The proportion of traffic deaths that are alcohol-related will be reduced to 30% by the year 2002

Measure 1 : The percentage of traffic fatalities classified as alcohol-related.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Alcohol-related fatalities						
Actual	36%	38%	41%			
Target			36%	38%	36%	34%

DEFINITION :

Because it provides a more accurate and reliable measure of alcohol-related fatalities, Minnesota now uses the NHTSA-calculated measure of alcohol involvement in fatalities. Over the past decade, the NHTSA estimates have ranged from two to four percentage points higher than had previously been calculated. The NHTSA estimate assigns crashes for which the actual test results are unknown to one of three categories (no alcohol, .01-.09, or .10 or higher), based on an analysis of several other significant factors in the crash.

RATIONALE :

Since alcohol has historically been involved in approximately fifty percent of motor vehicle fatalities, reducing the number of crashes in which alcohol plays a role will result in an overall reduction in traffic fatalities. This definition lets us use all of the sources that can report alcohol-relatedness. We use this measure (rather than the raw number of alcohol-related fatalities) because it takes into account variations in the total number of fatalities.

DATA SOURCE :

The Accident Record database is maintained by the Driver and Vehicle Services division. The division collects the data from police accident reports and coroner reports.

DISCUSSION OF PAST PERFORMANCE :

The percent of alcohol-related fatalities has dropped from fifty-two percent in 1984 (first year that measure was calculated) to thirty-six percent in 1993. Impaired driving due to alcohol and other drugs is the most common factor in serious and fatal motor vehicle crashes, and has received the most attention, funding, and support from both professionals in the field and from citizenry in general. Progress has been slow but relatively steady since the mid '60's, and efforts to deter, enforce, adjudicate and rehabilitate have continued to the present. Minnesota has been better than the national average, which in 1993 was 43.6%.

In 1995, impaired driving fatalities increased nationwide, and Minnesota was not immune to that increase. As a result, new, more realistic targets have been set for the state's performance on this measure.

PLAN TO ACHIEVE TARGETS :

The alcohol-related projects funded in recent years have set underage drinker/drivers (under 21), young drivers/legal drinkers (21 to 35), and multiple offenders (those with more than one suspension and/or revocation on their records) as their major targets. Targets or priorities have changed over the years, and must continue to change if they are to be effective. As different age groups are targeted, countermeasures must change; what works with one age is not likely to work with another. The current target is the young driver, legal drinker (21 to 35) -- a group not easy to reach and even harder to change. The focus for the next several years is likely to be on employer and workplace programs.

OTHER FACTORS AFFECTING PERFORMANCE :

Alcohol-related fatalities are affected by increases and decreases in the sales and consumption of alcoholic beverages, which in turn are affected by several other factors, not the least of which is the economy (see Program Drivers). This measure is also very sensitive to the percentage of licensed drivers who fall into high risk age categories (.e.g., young males between 19 and 30 years of age). States with good public information and education, strict laws, and effective enforcement, adjudication, and rehabilitation are most likely to have lower levels of alcohol involvement in serious and fatal traffic crashes.

Goal 3 : Increase the correct use of seat belts

Objective 1 : The percentage of drivers and front seat occupants using seat belts will be increased to eighty percent by the year 2002.

Measure 1 : The ratio of estimated time on the road that front seat occupants are using safety belts compared to the total estimated time on the road for these occupants.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Seat Belt Usage						
Actual	55%	55%	65%			
Target			61%	64%	67%	70%

DEFINITION :

The ratio cited is based on observations of how many front seat occupants are using seat belts. A statistical formula is applied to the data to calculate the ratio. The formula takes into account how much traffic is at the observation site. This measure more adequately accounts for differences in seat belt use in areas where traffic volume is relatively lower than would an unweighted rate. Random selection of sites ensures statistical validity.

RATIONALE :

The use of seat belts significantly reduces the number of fatalities and severity of injuries in motor vehicle accidents. Measuring the use of seat belts is an accurate indication of the overall usage of seat belts in the state.

DATA SOURCE :

Eight people are hired for 14 days by a firm under contract with OTS. Training and materials are provided by OTS. The 8 observers count front seat belt use and non-use for a total of 700, 40-minute time periods. The data collected is analyzed by a firm under contract to OTS.

DISCUSSION OF PAST PERFORMANCE :

Seat belt use increased from 20% in 1986 (before initial safety belt law was passed) to 55% in 1993, largely because of legislation. The large increase between 1994 and 1995 is credited to the Safe and Sober program.

PLAN TO ACHIEVE TARGETS :

OTS will fund information and education projects to raise citizen knowledge levels and to positively change negative attitudes regarding belt use. In addition, OTS will support enforcement projects through which the level of seat belt enforcement will be raised considerable throughout the state in a concerted effort to convince Minnesota citizens that non-use of seat belts is costly -- in more ways than one. Coalitions are being formed to help change Minnesota's belt law to a primary offense. Currently that law is secondary, which means a violator can be cited only if first stopped for another offense.

OTHER FACTORS AFFECTING PERFORMANCE :

A state's location is a major factor in determining success or failure in increasing seat belt usage. Southern and especially western states are likely to have lower usage rates than eastern states -- and particularly those closest to Washington, DC. Support for seat belt laws and usage is stronger in more populous, urban areas. Therefore, rural states are less likely to have seat belt laws, and tend to have lower usage than more urban states. Also, states tend to take on the characteristics of their neighboring states. Therefore, states whose neighbors either have no laws or whose usage is low are likely to have those same problems. Minnesota is a predominantly rural, midwestern state. Until recently, 3 of Minnesota's 4 neighboring states either had no seat belt law or had usage below the national average.

Goal 4 : Reduce the number of speed related fatal crashes

Objective 1 : The proportion of fatal traffic crashes that are speed-related will be reduced to 22% by the year 2002.

Measure 1 : The percentage of fatal traffic crashes for which at least one of the contributing factors cited was illegal/unsafe speed.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Fatal Crashes						
Actual	27%	24%	27%			
Target				25%	24%	24%

DEFINITION :

This percentage is calculated by dividing the number of fatal traffic crashes in which speed was cited as a contributing factor by the total number of fatal crashes. The percentage is available only on a calendar year basis.

RATIONALE :

Speed is such a significant factor in fatal crashes that a reduction in speed will result in an overall reduction of traffic fatalities.

DATA SOURCE :

The Accident Record database is maintained by the Driver and Vehicle Services division. The division collects the data from police accident reports.

DISCUSSION OF PAST PERFORMANCE :

The percentage of Minnesota's fatal traffic crashes that are speed-related is relatively volatile. Since 1986, the figure has been as high as 32% and as low as 24%. The rate for 1994 was slightly lower than the average of the previous 9 years.

PLAN TO ACHIEVE TARGETS :

The enforcement projects funded by OTS will emphasize speed control as well as the other two top priority areas -- impaired driving and occupant protection. OTS is involved in achieving these targets by providing funding to state and local governmental agencies that are active in enforcing the relevant traffic laws or providing public information or educational materials about the issues.

OTHER FACTORS AFFECTING PERFORMANCE :

The speed-related fatality rate may be affected by economic conditions. In good economic times, citizens may travel more; if the cost of gas is low, they may drive rather than use other modes of transportation, and they may be less concerned about the fuel conservation aspects of driving at 55 MPH or less. This measure will also be affected by the percentage of licensed drivers who fall into high risk age categories (see "Program Drivers"), since there is correlation between high speeds and risk-taking behavior. This year there is an additional factor that may affect performance: the public's perception that speed limits have been increased. Following national repeal of the requirement that states limit speeds to 55 MPH (65 MPH on rural interstates), many states raised their limits or removed them altogether. Minnesota's speed limits have NOT changed, and yet there is a public perception that they have.

Agency : PUBLIC SAFETY DEPT

Program : PIPELINE SAFETY

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$1,131	0.81%
From Federal Funds	\$558	
From Special Revenue Funds	\$573	
Number of FTE Staff:	16	0.86%

GOALS :

- Increase the safe operation and maintenance of Minnesota pipeline systems and facilities. (M.S. Chapter 299F & 299J.)
- Increase the safety of Minnesota citizens by enforcing the one-call damage prevention program and educating the public about safe excavation practices.
(M.S. Chapter 216D)
- Increase the safety of Minnesota's interstate pipelines by maintaining interstate agent status. (M.S. Chapter 299J.)
- Increase public safety and environmental protection by focusing pipeline inspection resources to areas of highest potential risk. (No Statutes Cited)

DESCRIPTION OF SERVICES :

The Minnesota Office of Pipeline Safety exists to protect Minnesota lives and property through the implementation of a quality assurance program of gas and hazardous liquid pipeline inspection, accident investigation and public education. The primary functions of the office are to support an emergency notification center and an ongoing damage prevention program, to assist local governments in developing emergency response plans, to gather pipeline data and to conduct safety inspections of all pipeline facilities as authorized by the U.S. Department of Transportation. The office provides public education through participation in the Metropolitan Utility Coordinating Committee, the Central Utilities Coordinating Committee, the Gopher State One-Call System, public speaking opportunities, the State Fair exhibit, pipeline operator conferences and excavator damage prevention seminars.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
W	CY	# of operators	53	64
A	CY	# of operators inspected	53	64
A	CY	# of inspections completed	673	817
W	CY	# of reportable incidents (per federal definitions)	7	4
W	CY	# of pipeline complaints	16	30
A	CY	# of enforcement actions taken	47	39
A	CY	# of civil penalties collected C.Y. collected in calendar year in thousands of dollars	7	13
W	CY	# of Gopher State One-Call cases	141	143
W	CY	# of locate calls to GSOC	498,900	487,376
W	CY	# of GSOC inquires and complaints	N/A	612

PROGRAM DRIVERS :

Tragic consequences of pipeline accidents: Although pipeline accidents take relatively few lives and are really quite rare when compared to incidents of fires, car accidents or even plane crashes, the public's reaction and attention to these incidents is dramatic. The goal of the Office of Pipeline Safety is to never have another pipeline accident that results in lives lost. Although hard to effectively measure, it is believed that aggressive inspections and educational efforts have had and are continuing to have a positive influence toward preventing a situation in which a major incident might occur.

Aging pipelines: Along with other infrastructures within the state, pipelines continue to age. MnOPS works to assure that pipelines do not operate beyond their useful life. This is done by monitoring the operators' maintenance and testing procedure, and results. MnOPS also reviews operators' policies regarding replacement of aging pipelines.

Increase in digging: Because the number of pipelines continue to increase, need for repair and maintenance of lines steadily increases as well. The increase in digging necessary to maintain these lines increases the importance of accurate location and safe excavation practices. New technology to computer map the state's pipelines will assist in focusing state inspection resources to areas of highest risk.

Goal 1 : Increase the safe operation and maintenance of Minnesota pipeline systems and facilities.

Objective 1 : To increase the safety of the public by lowering the leak repair rate per mile of pipelines by twenty (20) percent by end of CY 1999 (Q2, FY 2000).

Measure 1 : The total number of leak repairs reported divided by the total miles of pipe in the system.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
# of leaks repaired						
Actual	11,008	13,420	9,706			
miles of pipe						
Actual	42,903	45,196	47,488			
Ratio						
Actual	.2566	.2969	.2044			
Target			.2615	.2731	.2613	.2494

DEFINITION :

The Code of Federal Regulations (CFR), Title 49, Part 195 and 191 requires operators to report the number of leaks repaired each calendar year.

Operators detect leaks through routine inspections by conducting tests with detection instruments, by complaints from the public and by notification as a result of third party damage.

The federal report forms contain information that should measure the effectiveness of pipeline safety programs when utilized in a trend analysis. The number of leaks repaired every year constitutes a measure of how well the operators are running their system. Well run systems should have fewer leaks. A good proactive inspection and enforcement program by MnOPS should help the operators prevent leaks.

RATIONALE :

The current methods of completing the federal forms may change because of clarifications or interpretations by the federal Office of Pipeline Safety. This could significantly alter the trend analysis. Although reporting this data is mandated and MnOPS is reasonably confident that the operators are accurately reporting, it needs to be noted that MnOPS is not able to substantiate its accuracy beyond spot checks and review of repair records during inspections. Additionally, there may be some differences in the operators' interpretations of what a leak repair constitutes.

DATA SOURCE :

Calendar year data is used for the operator reports, and the federal Office of Pipeline Safety (FOPS) audits, certifications and grant allocations. The 1992 through 1995 reports have been tabulated with 1994 data used as the base year. The miles of pipe has been estimated to increase about 3% per year as a growth factor. The reported 1995 number of leaks repaired has been the lowest recorded and far lower than expected. The number of services repaired decreased nearly 30 percent for the natural gas distribution operators with over 11,000 leaks repaired in 1994, but only about 7,900 repaired in 1995. The number scheduled for repair has increased about 22 percent during this same period.

DISCUSSION OF PAST PERFORMANCE :

The federal annual report forms have been submitted to the (FOPS), in Washington, DC, since about 1970. The reports were never properly utilized as a performance measure against the effectiveness of the federal or state pipeline safety inspection and enforcement programs. The various operators were ranked based upon the number of accidents that occurred on their systems. FOPS has recently developed a strategic plan and risk based priority assessment for the selection of certain operators and facilities. MnOPS has a more frequent inspection program that monitors the operator's performance of the code sections that require the detection and repair of leaks. The initial inspection program started in 1988 and may have increased the number of leaks repaired and reported by the operators in Minnesota for the first years of the Minnesota program, but it should be settling down in the mid-1990s.

PLAN TO ACHIEVE TARGETS :

Continuing an aggressive and fair pipeline inspection and enforcement program will increase the safe operation of Minnesota pipelines. A database of individual operator annual reports contains the data on the type of pipeline and the type of leak repaired. The operators with the highest annual leak repairs at the end of each calendar year in each type of pipeline category will be identified and provided notice that a specialized inspection will be conducted. An evaluation and prevention monitoring program will be coordinated with the operator. The inspection program includes verifying that the operators are in compliance with the federal code requiring detection and proper repair of leaks.

MNOPS has full authority over jurisdictional facilities in the state and plan to enhance the verification and identification of additional operators inspected to include: customer owned fuel lines, master meter operators, peak shaving facilities, propane operators, direct sales and low pressure hazardous liquid pipeline operators over the next few years. In addition, MnOPS plans to maintain its construction inspection program goal for obtaining 25% of the total inspection person days as design, testing and construction inspections.

Minnesota currently has no complete rapidly accessible geographic inventory of pipelines that can be retrievable through a computerized system. The development of an automated pipeline mapping system for the state's major transmission lines will facilitate statewide response and assist in focusing limited inspection resources to areas of the state with the highest risk to population centers and environmentally sensitive areas.

Data for the system is obtained voluntarily from pipeline companies as-built drawings, geographical positioning stations (GPS), county and state highway maps, and U.S. Geological Survey topographical quad sheets. This project will also contribute to development of a national pipeline mapping program and be compatible with future federal mapping standards.

OTHER FACTORS AFFECTING PERFORMANCE :

FOPS is developing a strategic plan with a risk based assessment program for managing the limited resources of the federal program. The U.S. Congress and the National Transportation Safety Board have mandated actions for FOPS. The development of the risk assessment and management project for equal or greater safety performance and measurement is on-going with a pilot program being evaluated for the next four years. These actions can result in a reallocation of resources away from the existing programs. The FOPS reallocation could take away resources from state pipeline safety programs or shift the duties to state programs without additional increases in funding.

Goal 2 : Increase the safety of Minnesota citizens by enforcing the one-call damage prevention program and educating the public about safe excavation practices.

Objective 1 : To increase the number of calls to the Gopher One Call notification center by 15% annually through 1999, in order to decrease the number of accidental hits.

Measure 1 : The total number of phone calls to the notification center known as the Gopher State One-Call center and percentage of change per year.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
# of Incoming Calls						
Actual	463,154	498,900	487,376			
Target		532,627	612,521	560,482	644,555	741,238
% of change						
Target				15%	15%	15%

DEFINITION :

M.S. Section 216D.03 requires the Commissioner of Public Safety to approve a nonprofit corporation for establishing a central notification center for excavators. The center assists in identifying companies and municipalities with underground utilities in the vicinity of the proposed excavation. Excavators are required to call the center and cannot begin digging for 48 hours, allowing time for the underground utility to be marked.

RATIONALE :

MnOPS is a key member of the Gopher State One-Call board. The success of the "call before you dig" program can be measured by the heightened awareness of excavators and homeowners as measured by increasing phone calls to the center. The overall effectiveness of this activity is related to decreasing number of lines hit by excavators.

DATA SOURCE :

The source of this data is through the Gopher One-Call center which records all incoming and outgoing phone call inquiries. The center is self supporting; no general funds are used on this program.

DISCUSSION OF PAST PERFORMANCE :

Because of MnOPS presence and aggressive program of public awareness, calls into the Gopher State One-Call center will continue to increase over the next few years. This trend indicates continued heightened awareness by the public of the existence and importance of these programs designed to prevent accidents and incidents.

In CY 1995, incoming calls to the Gopher State One-Call center fell slightly short of expectations, decreasing 2.3%. Although the future trend of incoming calls is expected to increase, periodic down years are not unexpected, and annual increases of 15% might not be sustainable.

The CY 1994 and CY 1995 measure targets are from the 1994 performance report. The CY 1996-1999 are new measure targets based on the CY 1995 actual figure.

PLAN TO ACHIEVE TARGETS :

Actual annual increases since the onset of the performance management program indicate that the original estimates of annual increases of 15% need to be reduced.

Continuing aggressive public education efforts and coordinating with the Gopher State One-Call staff in their promotional efforts will increase the use of the Gopher State One-Call center. Year-to-date (August 1, 1996), the MnOPS damage prevention program has provided 54 educational presentations to 4,111 participants, which is the fifth consecutive annual increase in our educational efforts.

A new privately owned one-call center, presently under construction, will be operational in December of 1996, or January of 1997, and should provide additional capability to respond to more calls. The office intends to further expand its educational program in future years, including sharing more information and educational opportunities with the state OSHA, thereby expanding the public knowledge base and increasing the number of incoming calls to the center. This office is performing an annual survey of underground facility damages for CY 1996. Although not available until January 1997, the information on damages will help focus future educational and enforcement efforts to the reasons and causes for damages on the underground infrastructure.

In January, 1996, MnOPS verbally introduced to management of the Gopher State One-Call center the concept of a limited, on-line, real time, data link. This goal is in the conceptual stages at this time. More detailed communications will be on-going in the next twelve months to coordinate equipment capability and safeguards for system integrity by the first quarter of F.Y. 1998. The capability of an on-line data link will help the office be more effective in its enforcement of the "call before you dig law," resulting in more incoming calls to the center.

OTHER FACTORS AFFECTING PERFORMANCE :

The number of incoming calls to the one-call center is not controlled by MnOPS and is influenced by factors such as weather, the economy, advertising, and the expanded education program. The amount of excavation work being done throughout the state directly affects the number of calls to the Gopher State One-Call center. Assuming excavation work continues to increase over the next three years, the number of calls to the center should increase as well. At some point, both the amount of excavation work being done and the number of calls should flatten out or level off. This is not expected to happen before the year 2000.

The MnOPS damage prevention program is an example of proactive government which demonstrates an effective government/industry partnership. It benefits the well-being of the excavation community, contributes to uninterrupted services from underground facility operators, and provides personal safety and reliable services to the general public.

Goal 3 : Increase the safety of Minnesota's interstate pipelines by maintaining interstate agent status.

Objective 1 : All Minnesota pipeline inspectors will be certified within 3 years of their date of employment.

Measure 1 : The percent of inspectors actually certified through the federal Transportation Safety Institute.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
% of inspectors certified.						
Actual	75%	87.5%	72%			
Target		87.5%	80%	100%	100%	100%

DEFINITION :

M.S. Section 299J.03 requires that all inspectors have scientific or technical training or experience in pipeline engineering technology and safety. Inspectors, in order to maintain qualifications and continue to meet federal and state requirements for authority to inspect interstate and intrastate pipelines, must complete a series of courses at the U.S. Transportation Safety Institute. These courses are in addition to other ongoing training efforts. The program is a three year certification program.

DATA SOURCE :

The data for this measure is maintained for each employee through the U.S. Department of Transportation, Transportation Safety Institute in Oklahoma and is provided to the Office of Pipeline Safety. Additionally, the Minnesota Office of Pipeline Safety maintains a training file on each employee listing all conferences, seminars, and other courses taken to maintain a high level of technical expertise.

DISCUSSION OF PAST PERFORMANCE :

The office has always maintained a high level of certification because of dedication of resources to training at the Transportation Safety Institute and other opportunities.

PLAN TO ACHIEVE TARGETS :

This training requirement is a top priority in considering budget decisions, inspection and other workload allocations. New inspectors need to meet the requirement within the first three years of their employment.

OTHER FACTORS AFFECTING PERFORMANCE :

The Federal Office of Pipeline Safety establishes the required course work to obtain certification. If the requirements change during the next three years, MnOPS would need to respond, so that all inspectors can obtain newly required training. Scheduling of inspectors at the Transportation Safety Institute is beyond MnOPS' control, therefore projected training may be affected by course loads and federal priorities. The addition of new inspectors will affect the percentage certified since they have a three year time frame for completion.

Goal 4 : Increase public safety and environmental protection by focusing pipeline inspection resources to areas of highest potential risk.

Objective 1 : Routine inspections and emergency response will be enhanced by the use of the computerized mapping system.

Measure 1 : Number of times the information is accessed and the information is beneficial to the inspection/incident.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Miles of pipeline computer mapped						
Actual			310	1200		
Target				1200	1200	1200
Incidents occurring within the computer mapped area						
Inspections completed in High Risk areas						
Number of inquiries into the computer system						

DEFINITION :

The Office of Pipeline Safety received two federal pilot grants to develop a prototype system in 1995 and 1996. The 1995 project focuses on detailed mapping of the southeastern section of the state. The 1996 pilot project maps portions of two interstate pipelines between Minnesota and Wisconsin.

RATIONALE :

This objective builds on existing geographical information stored in the Minnesota Planning office's land management information system. New pipeline data have been added to existing natural resources, infrastructure, and population data already stored at Minnesota Planning. By maximizing use of existing state resources, a compatible pipeline mapping system can be developed which can be exported to the Office of Pipeline Safety and other interested users, including pipeline companies and the federal Office of Pipeline Safety.

DATA SOURCE :

The use of an automated pipeline mapping system for the state's major transmission lines will facilitate statewide response and assist in focusing limited inspection resources to areas of the state with the highest risk to population centers and environmentally sensitive areas.

DISCUSSION OF PAST PERFORMANCE :

Minnesota's past pipeline maps were limited to voluntarily submitted blue prints or as-built drawings provided by the pipeline company. These paper drawings provided no geographical information which related the pipeline to the surrounding environment. Pipeline maps were of various scales and levels of accuracy. The state was not alone in this lack of good maps. Nationally, there is no uniform system. However, a recent national mapping study, which Minnesota participated in, recommended a national pipeline mapping system be developed. Minnesota's pilot efforts will advance the technology in this effort and provide an opportunity to acquire future federal mapping funds as they become available. Minnesota has demonstrated through its pilot project that it is feasible and cost effective to add pipelines to the existing state geographical information system.

PLAN TO ACHIEVE TARGETS :

The Minnesota Office of Pipeline Safety will continue to seek voluntary submittal of pipeline route data. Upon receipt, priority routes will be mapped in areas of the most environmentally sensitive nature or of high population routes. MnOPS will continue to aggressively seek any available matching federal funds.

OTHER FACTORS AFFECTING PERFORMANCE :

Pipeline companies are not mandated to supply location data. Some may be reluctant to provide detail route information due to concerns relative to public access, security, or business competition.

The accuracy of the pipeline location is also dependent on available baseline maps, U.S. Census Data, U.S. Geological Survey information, and state aerial photography updates. If these state and federal programs are not updated and fully completed for the state, the accuracy of pipeline routes relative to other important features would reduce the effectiveness of the mapping programs. New technology advances such as Global Positioning Systems (GPS), may improve the accuracy and relative efficiency of mapping pipelines in the future.

Agency : PUBLIC SAFETY DEPT

Program : CRIME VICTIMS SERVICES

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$2,933	2.10%
From Federal Funds	\$128	
From Special Revenue Funds	\$822	
General	\$1,983	
Number of FTE Staff:	11	0.58%

GOALS :

- To lessen the economic impact of violent crime on victims and their families by providing prompt financial assistance. (M.S. Sections 611A.51-66)
- To hold criminal offenders accountable for the costs of crime to the extent feasible through improved collection of restitution and civil awards. (M.S. Sections 611A.04, Subd. 1a and 611A.61)
- To ensure that high quality services and information are available to all crime victims and witnesses throughout Minnesota. (M.S. Section 611A.71, Subd. 5.)

DESCRIPTION OF SERVICES :

The Crime Victim Services program includes the Minnesota Crime Victims Reparations Board and the Minnesota Crime Victim and Witness Advisory Council. Together these two activities promote high quality, coordinated services for crime victims and witnesses.

The purpose of the Reparations board is to restore losses incurred by victims of violent crime. The board provides compensation to over 1,100 victims per year for medical and dental care, mental health care, lost wages, funeral expenses and loss of support to dependents. Approximately 25% of the victims assisted are children. The reparations program is essential to helping these children and other victims recover as quickly as possible and to minimize problems resulting from their victimization.

The Crime Victim and Witness Advisory Council is a multi-disciplinary group established in 1985 to serve as a statewide advocate for victims and witnesses. The council's functions include reviewing the need and availability of services for victims, providing information and training to criminal justice professionals, providing technical assistance to victim services programs, promoting innovative changes in laws or policies to improve the treatment

of victims and expand their rights, and increasing public awareness about victims rights.

During the past several years, the council has played an important role in advocating for legislation to improve the rights available for crime victims and witnesses in Minnesota. For example, in 1993, a bill recommended by the council to strengthen victims rights notification provisions was passed. In 1994, the council obtained passage of a bill expanding eligibility requirements for reparations, increasing witness fees, and improving notice of release laws. In 1995, the council recommended changes to expand crime victims rights in the juvenile court system. In 1996, the council participated in legislative discussions regarding streamlining the structure of state services for crime victims. During the next biennium, the council plans to continue its work strengthening victims rights laws, while focusing additional efforts on the implementation of current laws.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
W	FY	New claims filed	1,138	1,161
W	FY	New homicide claims	143	168
W	FY	New sexual assault claims	74	59
W	FY	New domestic abuse claims	61	80
W	FY	New assault claims	473	447
W	FY	New drunk driving claims	89	80
W	FY	New child abuse claims	173	175
W	FY	New robbery or arson claims	84	114
W	FY	New claims-other crimes	41	38
	FY	Number of award recipients	1,110	1,044
UC	FY	Average award size	\$2,225	\$2,857
O	FY	Number of original awards	812	748
O	FY	Number of supplementary awards	1,089	1,081
	FY	Amount of restitution collected	\$83,112	\$168,000
	FY	Amount of civil awards collected	\$31,046	\$99,000
O	FY	Attendance at annual conference	435	460
O	FY	Attendance at other training events	85	378
A	FY	Number of training sessions	3	23
O	FY	Number of model brochures produced	1	2
O	FY	Technical assistance requests	22	105

PROGRAM DRIVERS :

Significant external factors impacting program goals include:

Increase in the rate of violent juvenile crime. There has been an increase in the rate of violent juvenile crimes, particularly crimes committed with a firearm. According to a Minneapolis Health Department report, almost half of the emergency room admissions for juveniles at Hennepin County Medical Center are for gunshot wounds, stab wounds and other assault-related injuries. This trend toward increasing violence results in higher board expenditures for medical treatment of related injuries or funeral expenses.

Access to health care coverage. The reparations board provides coverage for numerous underemployed or self-employed persons who are completely uninsured and do not qualify for medical assistance. The number of uninsured persons has not decreased significantly. Unfortunately, some persons who are likely to be uninsured (for example, cab drivers and convenience store clerks) are also at high risk for becoming victims of violent crime.

Increasingly diverse population. Another challenge for the crime victims services program is providing service to the growing number of communities that are isolated due to language or cultural differences. There is an increasing demand from these communities for services. However, the traditional methods of providing information or services, for example, through law enforcement agencies, are not effective. Barriers to effective communication need to be identified and alternative methods of service delivery need to be developed.

Legislative initiatives. Great public concern about crime and victims issues results in new legislative changes every year. In addition, new crime victims programs are created every year. The advisory council must respond to the increasing demand for information and technical assistance from new programs, as well as criminal justice professionals charged with implementing new laws.

- Goal 1** : To lessen the economic impact of violent crime on victims and their families by providing prompt financial assistance.
- Objective 1** : All eligible crime victims will receive an initial financial award within 3 months of application.
- Measure 1** : Average reparations claim processing time in months.

	<u>F.Y.1993</u>	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>
Processing time						
Actual	6	3.8	3.7	3.3		
Target			3.8	4.2	3	3

DEFINITION :

The Reparations Board provides financial assistance to victims of violent crimes such as homicides, assaults, sexual assaults, domestic violence, robberies, drunk driving, child abuse, arson and kidnaping. Claim processing time is measured from the date the victim's claim form is submitted to the date of the first award or denial of the claim. Average processing time is a direct measure of how long a victim must wait for financial assistance.

RATIONALE :

Many victims of crime report that if the first award is not received within three months after the crime, the financial impact of the crime is far greater. Without prompt financial assistance, victims may have to resort to extreme measures such as selling their homes or filing for bankruptcy. If victims are unable to pay their bills on time, they incur costly penalties for late payments. Therefore, faster processing of claims is key to lessening the impact of the crime. The Office for Victims of Crime, U.S. Dept. of Justice recommends that programs meet a standard of 90 - 150 days for making payments on the first expenses submitted by applicants.

DATA SOURCE :

The data is collected from the actual claim files and entered into the reparations computer database on a weekly basis.

DISCUSSION OF PAST PERFORMANCE :

The factors affecting claim processing time include: number of claims filed, funding availability, and number of qualified reparations staff. Any significant increase in claims filed without a comparable increase in staff and funding will cause a backlog to develop. Legislative changes in 1995 resulted in additional funding which allowed payments to continue in a timely manner.

PLAN TO ACHIEVE TARGETS :

Case processing time will be monitored on a quarterly basis to identify those claims which having been pending longer than the standard 90-150 days. A claims analyst will then be assigned to complete the processing with assistance by the director.

- Goal 1** : To lessen the economic impact of violent crime on victims and their families by providing prompt financial assistance.
- Objective 2** : Notification to crime victims will be improved so that by FY 2002, at least 15% of victims of violent crime in each region of the state will seek assistance from the reparations program.

Measure 1 : Percentage of victims filing claims by region of the state.

	<u>F.Y.1993</u>	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>
Northwest						
Actual	13%	11%	11%			
Target				11%	12%	13%
Arrowhead						
Actual	11%	13%	14%			
Target				15%	15%	15%
Central						
Actual	12%	11%	11%			
Target				11%	12%	13%
Southwest						
Actual	10%	9%	10%			
Target				11%	12%	13%
Southeast						
Actual	11%	15%	12%			
Target				13%	14%	15%
Metro area						
Actual	5%	5%	5%			
Target				6%	8%	9%

DEFINITION :

The percentages were calculated by dividing the number of reparations claims filed by victims by the total number of violent crimes reported to law enforcement agencies. The number of violent crimes was taken from the Minnesota Crime Information Report and includes homicides, sexual assaults, robberies, and aggravated assaults. The regions correspond to the state crime control planning regions, except that the northwest region combines crime control planning regions 1, 2 and 4; and the southwest region includes crime control planning regions 8 and 9. The metro region includes the seven county metro area.

RATIONALE :

The percentages indicate the approximate rate at which victims are filing reparations claims in the various geographic regions of the state. The filing rate ranges from a low of 5% in the metro area to a high of 14% in the arrowhead region of Minnesota. The filing rate shows the visibility or level of awareness about the reparations program. It indicates whether victims are being notified about the program and given the opportunity to apply for benefits. However, the rate of filing is perhaps also affected by the availability of other sources of payment, such as health insurance and medical assistance.

DATA SOURCE :

The data source for the number of claims filed is the Reparations Board's internal database compiled from claim forms. The rate of violent crimes by region is from the Department of Public Safety, Bureau of Criminal Apprehension database, as reported in the annual Minnesota Crime Information Report. Recent data is not available because the data must first be collected from all the law enforcement agencies in the state.

DISCUSSION OF PAST PERFORMANCE :

The board continues to be concerned about the distribution of program information in greater Minnesota communities, particularly southwestern Minnesota, and in certain communities within the metropolitan area. M. S. Section 611A.66 requires law enforcement to notify victims about reparations. However, in most cases, victims are referred by a local victim/witness program. The application rate is lagging behind in geographic areas that lack sufficient resources to provide advocacy and referral services to all crime victims.

PLAN TO ACHIEVE TARGETS :

The board plans to improve awareness by continuing to distribute multi-lingual brochures and posters to law enforcement centers, victims services agencies, hospitals, schools and community organizations throughout the state, and to publish articles in professional and community newspapers and newsletters. The board also plans to distribute public service announcements to radio and television stations.

- Goal 1** : To lessen the economic impact of violent crime on victims and their families by providing prompt financial assistance.
- Objective 3** : Improve the quality of service provided to crime victims so that by FY99, 80% of claimants responding to the claimant satisfaction survey report that services were excellent or very good.
- Measure 1** : Claimant satisfaction survey results.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Excellent/Very good						
Actual			70%			
Target				73%	76%	80%

DEFINITION :

The percentages are derived from the responses to the claimant satisfaction survey, question #3, which asks claimants to rate the overall service provided. Respondents have a choice of excellent, very good, good, fair or poor. Responses are counted in the fiscal year in which the claim was filed. There is no data available prior to FY96 since the survey was not started until August 1, 1995.

RATIONALE :

The claimant survey assesses the victim's level of satisfaction with the program and the extent to which the program is meeting his or her needs.

DATA SOURCE :

Surveys are sent to claimants with their award notices. The response rate for the first year was 24%. Data is collected directly from the surveys and entered into a database. Automatic reports are generated from the database.

DISCUSSION OF PAST PERFORMANCE :

Several improvements have already been implemented in response to comments on the surveys. These changes include distribution of a coverage booklet to all eligible claimants upon receipt of their claims and follow-up letters to family members in homicide cases to explain the additional benefits they may seek.

PLAN TO ACHIEVE TARGETS :

Additional training will be provided to staff on working with victims of violent crime.

Goal 2 : To hold criminal offenders accountable for the costs of crime to the extent feasible through improved collection of restitution and civil awards.

Objective 1 : Increase the amount of restitution and civil awards collected by 5% annually.

Measure 1 : Percentage increase in the collection of restitution and civil awards.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
% Restitution						
Actual	32%	18%	102%			
Target				5%	5%	5%
\$ Restitution						
Actual	\$70,171	\$83,112	\$168,000			
Target				\$176,000	\$185,000	\$194,000
% Civil awards						
Actual	-52%	-39%	219%			
Target				5%	5%	5%
\$ Civil awards						
Actual	\$50,978	\$31,046	\$99,000			
Target				\$104,000	\$109,000	\$114,000

DEFINITION :

Restitution is money which criminal offenders are ordered to pay by the court as part of their sentence. Civil awards are funds collected as a result of civil law suits brought by the victim against the offender or a negligent third party. The board has a right to recover these funds in cases where it has paid reparations to the victim. This measure shows the percentage increase in the amounts collected each fiscal year.

RATIONALE :

The percentage increase in the amounts collected is a direct measure of the success of the program's collection efforts. This measure shows the increase in the amount of funds paid back to the board each year by criminal offenders or their insurers. The amount of civil awards recovered may fluctuate greatly, as it did in F.Y. 1993 when one very large settlement was obtained.

The target amounts have been decreased from the previous performance report. Greater gains were expected during the initial phase of the project after major improvements were made. Smaller increases are expected during the next biennium.

DATA SOURCE :

The data source is the reparations internal database. The amounts of checks received and types of payment are entered into the database on a weekly basis.

DISCUSSION OF PAST PERFORMANCE :

Collection of restitution and civil awards has always been a priority of the board. In 1993, a full time professional staff position was added to specialize in recovery of these funds. In 1995, a temporary clerical staff position was added to provide further support to the restitution collection project. The board has greatly improved its methods of notifying prosecutors and court services of its interest in restitution. Also, victims receiving awards are now promptly notified that they must reimburse the board if money is paid to them by the offender. Changes have also been made to the database to improve tracking of offender payments. These innovations resulted in large increases in the rate of collection during F.Y. 1996.

PLAN TO ACHIEVE TARGETS :

A permanent clerical position will be added to assist with the tracking system and to handle mailing of notification forms.

Goal 3 : To ensure that high quality services and information are available to all crime victims and witnesses throughout Minnesota.

Objective 1 : Aid in the creation and development of programs so that 80% of crime victims in the state have access to services through a victim/witness program by F.Y.2000.

Measure 1 : Number of programs receiving program development assistance.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Number of programs						
Actual	5	2	11			
Target				15	18	18

DEFINITION :

The council receives many requests for program development ideas and presentations to community boards. This measure is derived from the training actually provided to communities seeking to establish a victim/witness assistance program.

RATIONALE :

This data shows the number of communities benefitting from the council's training and technical assistance programs. The development of additional victim/witness programs throughout the state results in more crime victims receiving services. (There is no other data currently available to measure the percentage of victims who have access to services.

DATA SOURCE :

Data source is internal records.

DISCUSSION OF PAST PERFORMANCE :

In the past, program development was not a high program priority. However, there has been an increasing demand for program development assistance. With decreasing funds and increasing needs, local communities are realizing that they need an innovative way to meet crime victims' needs. The council now does less work convincing communities of the need for services, and more work addressing program development.

PLAN TO ACHIEVE TARGETS :

This objective will be given higher priority. The council hopes to get several new victim/witness programs up and running by the end of FY97, using only local funding. In the past, this goal was not obtainable, but today it is possible.

- Goal 3** : To ensure that high quality services and information are available to all crime victims and witnesses throughout Minnesota.
- Objective 2** : Provide information, training, and technical assistance to local agencies and groups involved in victim and witness assistance, so that by F.Y. 1999, 80% of all training is rated excellent or very good by participants.
- Measure 1** : Training evaluation results.

	<u>F.Y.1994</u>	<u>F.Y.1995</u>	<u>F.Y.1996</u>	<u>F.Y.1997</u>	<u>F.Y.1998</u>	<u>F.Y.1999</u>
Evaluations						
Target				75%	78%	80%

DEFINITION :

This measure indicates the percentage of participants who rated the training seminars excellent or very good. Training evaluation forms are completed by participants attending all of the council's seminars and conferences. A major component of the council's training program is the annual multi-disciplinary conference. The conference promotes education and training regarding victims' rights, and improving the quality of services provided to victims. Other training sessions include seminars conducted throughout the state on victim advocacy skills, victim/witness program management, strategic planning, victims rights laws, and victim/offender mediation.

RATIONALE :

This data indicates the participant's level of satisfaction with the council's training. Good training translates into good services.

DATA SOURCE :

Data source is internal records. The percentage of participants rating the training excellent or very good is taken from the evaluation forms which are distributed at each of the council's training sessions. There is no data available prior to F.Y. 1997.

DISCUSSION OF PAST PERFORMANCE :

In the past, the council has had few resources with which to accomplish a broad mandate. However, by coordinating efforts of various agencies, it has been able to sponsor many informative events including the annual conference and other training seminars.

PLAN TO ACHIEVE TARGETS :

Plans include providing regional multi-disciplinary training seminars on a variety of topics throughout the year, in addition to the annual crime victims conference.

Agency : PUBLIC SAFETY DEPT

Program : CRIME VICTIMS OMBUDSMAN

EXPENDITURES AND STAFFING :

	<u>(\$ in Thousands)</u>	<u>Percent of Department</u>
Total Expenditure	\$289	0.21%
General	\$289	
Number of FTE Staff:	6	0.33%

GOALS :

- Decrease crime victim rights violations and mistreatment (M.S. Sections 611A.72-74)
- Increase public awareness of crime victim rights and availability of services (M.S. Sections 611A.72-74)
- Provide recourse for citizens who perceive that a violation or mistreatment has occurred. (M.S. Sections 611A.72-74)

DESCRIPTION OF SERVICES :

The Office of Crime Victims Ombudsman (OCVO) exists to discourage mistreatment of crime victims and to ensure compliance with statutory protection for crime victims and witnesses. OVCO is the only office in the State of Minnesota that is statutorily authorized to investigate complaints of crime victims or witnesses involving agencies of the criminal justice system and/or victim/witness service providers. The office is not punitive and instead seeks to remedy complaints, by making recommendations to the offending agency.

The office also acts as a resource to criminal justice agencies and the community at large. OVCO strives to increase public awareness of victim rights, services available and recourse accessible through the organization. This is done by participating in community crime prevention fairs and educating the public through training seminars, speaking engagements and media contacts. The office provides a toll free telephone number that is accessible 24 hours per day, 7 days per week. This number gives citizens immediate access to information and county specific resources for crime victims that are available throughout the State of Minnesota. Staff can direct individuals to services specific to their particular location and need.

Additionally, the office provides leadership in policy making and planning regarding services to crime victims. This is done by participating in the legislative process, and on policy making boards of kindred organizations, listening to victim concerns and presenting their ideas to the appropriate sources. The office also monitors compliance of those obligated by statute to assist crime victims and provides those agencies who are not in

compliance with technical assistance to bring them into compliance.

Finally, the office serves crime victims by providing them with information about their rights and about the criminal justice system even when they are under proper care. Often citizens are unwittingly thrust into the criminal justice system with no knowledge of what they can expect or who to talk to. Victims not familiar with the criminal justice system are intimidated and unable to articulate their concerns. As a result, victims feel ignored, angry, confused and isolated. The office assists these victims by acting as a liaison between criminal justice professionals and crime victims/witnesses. They often report that positive changes occur once they have contacted the OCVO.

BACKGROUND INFORMATION :

MEASURE TYPES: ACTIVITIES (A), EFFICIENCY (E), OUTPUT (O), OUTCOMES (OC), OTHER DATA (OD), UNIT COSTS (UC), WORKLOAD (W)

DATA BASED ON: CALENDAR YEAR (CY), FISCAL YEAR (FY), FEDERAL FISCAL YEAR (FFY), BIENNIUM YEARS (BY)

<u>Type</u>	<u>Based</u>	<u>Measure</u>	<u>1994-95</u>	<u>1995-96</u>
W	CY	Complaints received involving law enforcement	185	86
W	CY	Complaints received involving prosecuting attorneys	94	65
W	CY	Complaints received involving corrections	11	11
W	CY	Complaints received involving victim service providers	4	5
W	CY	Complaints received involving others	13	3
A	CY	Investigations assigned	143	82
A	CY	Investigations completed	95	70
A	CY	Information and referral	787	491
A	CY	Assistance provided	34	63
A	CY	Resource fairs	11	15
A	CY	Professional training	19	12
A	CY	Community education	11	17
A	CY	Media contacts	5	5

PROGRAM DRIVERS :

The Office of Crime Victims Ombudsman has been in operation for 10 years. Still, there continues to be a significant lack of information regarding services available through the program. In the last biennium, the OCVO staff has made exceptional progress in getting information to the public. The office made special efforts to inform citizens in outstate areas and underserved areas of the state.

As the mission is implemented to inform the public, calls for service increase. The OCVO budget was increased by \$100,000 dollars during the 1995 legislative session. This provided funding necessary to hire two full time investigators which helped the office with a backlog of complaints but failed to accommodate the increasing calls for service. Calls for service include requests for information or referral, requests for training, complaint intakes

that result in investigations or immediate assistance, requests for facilitation of meetings between criminal justice professionals and/or between criminal justice professionals and crime victims, as well as requests for participation in task forces and other policy making boards aimed at improving services to crime victims. Calls for service to the office have increased from an average of 11 per month in 1991 to an average of 70 per month in 1996.

During the 1995 legislative session, the office successfully proposed changes to the Crime Victims Ombudsman Act (Minn. Stat. 611A.72-.74) which provided that, "the ombudsman may prescribe the methods by which complaints are to be made, received, and acted upon; may determine the scope and manner of investigations to be made; and subject to the requirements of sections 611A.72-.74, may determine the form, frequency, and distribution of ombudsman conclusions, recommendations, and proposals." As a result of this legislation, the ombudsman was permitted the flexibility to handle requests for service, including complaints, in ways other than opening a formal investigation. This process allows the office latitude to be more selective in the complaints it chooses to investigate. This results in fewer investigations, but more complex and time consuming investigations that target systemic issues. This type of investigation results in more positive outcomes that affect a wider range of citizens.

External factors driving the program include the lack of resources available to criminal justice agencies. When criminal justice agencies are overworked, understaffed, and short on other resources, they tend to cut corners. This often results in crime victims not being provided with information about rights, not being afforded their rights, or some other form of victim mistreatment. Mistreatment can include delay, indifference, rudeness, negligence, arbitrariness, oppressive behavior, arrogance, unlawfulness, and lack of communication and information.

Another external factor is the continuing increase in crime. This increase across the state results in an increase in calls for services. Growth in the amount and types of calls for service increases the need to expand the resources of the office. Current resources do not allow the ombudsman to adequately respond to the needs of Minnesota's crime victims or criminal justice agencies. Due to the increasing amount of work and calls for service, the office is no longer able to respond efficiently.

In addition to inefficient response time, the OCVO is lacking the resources to fulfill other objectives. Policies differ from county to county and department to department resulting in lack of uniformity and standardization statewide. The OCVO serves Minnesota's criminal justice agencies by providing training and consultation to bring them into compliance with statutory mandates. The OCVO is lacking the resources necessary to make this a functional objective.

DISCUSSION OF PAST PERFORMANCE :

The office has not previously used this as a measure. Rather, we have provided criminal justice professionals with a training critique which allows them to indicate whether or not they perceived the training as valuable but it fails to consider whether or not they will actually utilize the skills learned. The new measure would be an indicator of actual comprehension and utilization of skills learned. The true measure of success would be that incidents of crime victim rights violations or mistreatment by that agency would be decreased.

PLAN TO ACHIEVE TARGETS :

The OCVO is committed to training as many criminal justice agencies as resources will allow. A training program specifically for criminal justice professionals has been developed by the OCVO. Training has been provided both by the OCVO independently and in conjunction with other programs seeking to enhance the relationship between criminal justice organizations and crime victims and witnesses.

OTHER FACTORS AFFECTING PERFORMANCE :

If citizens are unaware of their statutory protections, services available or opportunities for recourse, they will not file a complaint even if an agency violates their rights. It is incumbent upon the OCVO to provide balance by initiating as many community contacts as possible to ensure that community members are aware of their rights, available services, and recourse opportunities through the OCVO.

Goal 2 : Increase public awareness of crime victim rights and availability of services
Objective 1 : Requests for services will increase by 5% within one year following community contact by OCVO.

Measure 1 : Number of requests for service before and after contact and the number of community contacts.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Inquires before contact						
Actual	263	304	317			
Target				290	290	290
Inquires after contact						
Actual	307	331	364			
Target				305	305	305
Functions						
Actual	17	21	27			
Target				20	20	20

DEFINITION :

A request for service includes, but is not limited to, providing an explanation of rights, a referral to additional resources, immediate assistance, mediation between victims and other agencies, and general information.

Community contacts include, but are not limited to, community resource fairs, articles written in community papers, speaking engagements, and community meetings. The measure is calculated by comparing the number of requests for service the office receives before and after any community contact.

RATIONALE :

Requests for services rise after every community contact. When citizens are informed they are better able to assert their rights. Contacting the OCVO is often the first step in gaining recourse or assistance. We have not previously used this measure but are hopeful that the measure will indicate that time spent in the public arena is worthwhile.

DATA SOURCE :

Requests for services are recorded on monthly reports. The reports are collected and tabulated annually.

DISCUSSION OF PAST PERFORMANCE :

Although the office has maintained data on the location, type, and frequency of community contacts since 1993 the office has not compared those contacts with inquiries received, except for noting that there appears to be a rise in requests for services following community contacts.

PLAN TO ACHIEVE TARGETS :

OCVO has a goal of reaching at least 12 communities each year through its participation in community resource fairs. Outreach will be provided to the greater Minnesota area by advertising in local papers in at least two communities that the office is available to provide information, education, and assistance in filing reports of victim rights violations and/or mistreatment. Additionally, the office will conduct at least 4 educational seminars to community groups.

OTHER FACTORS AFFECTING PERFORMANCE :

The greatest factor affecting performance is the office's ability to access communities. It is often difficult, especially in the greater Minnesota area, to know when community fairs are occurring or where it might be appropriate to conduct public awareness training. Communities that have had previous contact with the office are the ones who continue to request information, while other less informed communities continue to be underserved. OCVO has taken note of this dilemma and will seek out areas identified by the state as underserved. It is imperative, for service equity to be upheld, that all Minnesota citizens have access to the requisite information.

Goal 3 : Provide recourse for citizens who perceive that a violation or mistreatment has occurred.

Objective 1 : Increase citizen satisfaction survey results to 80% by the year 2002.

Measure 1 : Results of survey.

	<u>C.Y.1993</u>	<u>C.Y.1994</u>	<u>C.Y.1995</u>	<u>C.Y.1996</u>	<u>C.Y.1997</u>	<u>C.Y.1998</u>
Average using a scale from 1=low - 5=high						
Actual	3	2.8	3.25			
Target				4	4	4
Satisfaction						
Actual	72%	74%	78%			
Target				78%	78%	79%

DEFINITION :

The survey is sent to the citizens who have filed complaints involving a criminal justice agency or victim/witness service provider for which an investigation has been completed by the OCVO. The measure is calculated by dividing the responses on customer surveys by the number of surveys returned.

RATIONALE :

Citizen satisfaction with the services provided is the best measure that the program is effective. The OCVO is the only recourse available to crime victims in this state. As such, it is imperative that they receive quality service and are not revictimized. Quality service can be determined by inquiring whether the service is efficient, effective, and satisfactory. Although quality service is difficult to measure, the customer satisfaction survey sent to every crime victim at the close of an investigation asks these questions. To the extent that participants respond, the office receives feedback it can utilize to quantify satisfaction of service.

DATA SOURCE :

Responses from surveys are tabulated as they are received.

DISCUSSION OF PAST PERFORMANCE :

The OCVO has been sending a citizen satisfaction survey to complainants at the close of an investigation since 1994. In an effort to solicit pertinent information and improve responses, the questions and format of the original survey have been adjusted. There has been a 30 % response rate from the survey. To encourage response, surveys are sent to customers with a stamped, self-addressed envelope.

PLAN TO ACHIEVE TARGETS :

The OCVO currently sends a citizen survey to all complainants at the close of an investigation. A volunteer program will expand the survey to include a random sampling of 50% of all citizens making inquiries to this office. The planned survey will be conducted over the telephone. Results will be tabulated annually and suggestions for improved service will be introduced as where feasible.

OTHER FACTORS AFFECTING PERFORMANCE :

There will always be a percentage of citizens who are not satisfied with the ability of the OCVO to accomplish its objectives. The OCVO is under statutory authority to perform certain functions. Often, citizens expect the office to assuage anger through the use of punitive measures which it has no authority to do. Usually the office is able to inform, educate and otherwise assist the customer in understanding the laws, regulations and philosophy under which the office operates. There are times, however, when a citizen simply will not be satisfied with the outcome of an ombudsman investigation even though the ombudsman may have performed excellently.

APPENDIX**AGENCY : Public Safety**

Agency's Planning Process: The strategic planning process was utilized by the programs to write the Performance Report. Program managers involved employees in the preparation of the strategic plan and Performance Report. The amount of involvement, at each level, depended on the number of employees working in the program. Smaller programs had more extensive involvement of employees than did the larger programs.

Changes from 1994 Report: The preparation of the Performance Report has been an evolutionary process. Consequently, major changes were made to the 1996 report. Three programs made no changes or minor changes: the State Patrol, Traffic Safety and the Fire Marshal divisions. All other divisions made major changes to the report. The changes reflect the learning process that has occurred. The changes have improved compliance with the law, readability and informative value. The goals are clearer and the objectives are quantified and more outcome oriented.