

Ohio  
Department  
of Public  
Safety

2014  
Annual Report



## LETTER FROM THE DIRECTOR



Through safety, service and protection, the Ohio Department of Public Safety (ODPS) is dedicated to the mission of saving lives, reducing injuries and economic loss, administering Ohio's motor vehicle laws, and regulating driver licensing and registration through its seven divisions: the Ohio State Highway Patrol; Bureau of Motor Vehicles; Homeland Security; Emergency Management Agency; Emergency Medical Services; Investigative Unit; and Office of Criminal Justice Services. Our annual report provides a glimpse of the wide-ranging activities and hard work of more than 3,500 dedicated employees and the millions of customers we serve every year.

During fiscal year 2014, ODPS worked to protect Ohio and its citizens by fully implementing the Safer Ohio Initiative, which involves all of our partners and incorporates a comprehensive strategy of emergency preparedness to enhance readiness before an incident happens, during an incident and after an incident occurs. Components of the initiative include the Safe Ohio Teams and Safer Ohio Phone App, as well as a partnership with the American Red Cross.

The Ohio Emergency Management Agency (EMA) participated in the annual Department of Defense exercise in southern Indiana involving thousands of military troops and more than 60 state of Ohio staff, focusing on the detonation of an Improvised Nuclear Device. Through a comprehensive analysis conducted by Ohio EMA, more than 17 key capabilities were identified throughout the state to include nine generators that have been purchased and repositioned for access during power outages and natural disasters. Ohio is one of only nine states that currently have an adopted Enhanced Hazard Mitigation Plan. This adoption is a reflection of Ohio's comprehensive hazard mitigation program.

Keeping Ohioans as safe as possible on Ohio roadways is the responsibility of the Ohio State Highway Patrol. In 2013, 990 people lost their lives on Ohio's roadways, which is the lowest number of people killed in traffic crashes since the state began keeping records in 1936. Public safety officials believe the decline is the result of factors including partnerships, enforcement, emergency care, education, and engineering. Patrol enforcement and educational efforts targeting impaired driving and safety belt use also have helped Ohio achieve an 84.5 percent safety belt compliance rate, which has also contributed to the reduction in crash fatalities.

Agents with the Ohio Investigative Unit have continued conducting trace-back investigations. A trace-back occurs when a law enforcement agency needs help investigating the source of alcohol in cases or crashes involving underage drinkers or over-served customers. Through enforcement and educational efforts, agents also helped reduce the problem of underage drinking.

The Division of Emergency Medical Services and State Board of Emergency Medical Services merged with the Ohio Medical Transportation Board (OMTB) during fiscal year 2014. The newly-merged board, retitled the State Board of Emergency Medical, Fire, and Transportation Services created a "one-stop-shop" for emergency medical care and transportation, including vehicles, aircraft, equipment, personnel certifications, accreditation of training programs,

data collection and analysis, complaint processing, investigations and grants, as well as improved disaster preparedness and response.

The Ohio Bureau of Motor Vehicles (BMV) scored the highest reported customer satisfaction in the country and the fourth shortest wait times, according to a survey conducted by DMV.com, a guide for Department of Motor Vehicles (DMV) and driving-related issues. Ohio BMV also reached a new high in its own customer service satisfaction ratings, based on 2013 survey responses from over 21,600 Ohio BMV customers.

As a part of the Governor's Safer Schools Initiative, and supported by proposed changes to the Ohio Revised Code through House Bill 487, Ohio Homeland Security (OHS) is implementing systems to assist the Ohio Department of Education (ODE) with the review and evaluation of school safety plans. In addition, OHS recently partnered with ODE and Ohio Board of Regents to bring an ODE analyst into the Strategic Analysis and Information Center (SAIC), therefore increasing collaboration between the SAIC and the Center for P-20 Safety and Security, which is a collaborative effort between the Ohio Board of Regents and ODE to create safe and supportive learning environments and respond to violence and its causes in educational settings. OHS also provided explosive detection canines to Ohio State University, Youngstown State University and Bowling Green State University. The dogs were placed to respond to bomb threats at Ohio universities and their surrounding communities. OHS plans to expand the program in FY 2015.

In January 2014, the Ohio Human Trafficking Task Force and the Office of Criminal Justice Services launched a statewide public awareness campaign, creating open-source billboards, posters and fact sheets aimed at: 1) educating the public that human trafficking is a crime that occurs in Ohio; 2) promoting the appropriate method for reporting human trafficking situations; and 3) directing victims of human trafficking to available services and treatment. More than 60 state agencies, boards and commissions are partnering with the Governor's Task Force to get the message out and will be using the materials on social media, in community-facing offices such as Ohio's health clinics, in seasonal farm worker camps and correctional facilities. Multiple regional transit systems and private citizen advocacy groups are also using the billboards and posters.

We can only succeed through a strong commitment and collaboration with public and private sector representatives throughout the state to coordinate programs that maintain the safety and security of our state, its citizens and critical infrastructure. We are proud of our accomplishments and look forward to building on our success.



Director John Born  
Ohio Department of Public Safety

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## OHIO DEPARTMENT OF PUBLIC SAFETY

The Ohio Department of Public Safety strives to fulfill its mission to save lives, reduce injuries and economic loss, to administer Ohio's motor vehicle laws, and to preserve the safety and well-being of all citizens with the most cost-effective and service oriented methods available.

### Divisions

Ohio State Highway Patrol	Ohio Bureau of Motor Vehicles
Ohio Emergency Management Agency	Ohio Investigative Unit
Ohio Emergency Medical Services	Ohio Homeland Security
Ohio Office of Criminal Justice Services	

## OHIO STATE HIGHWAY PATROL

The Ohio State Highway Patrol is an internationally-accredited agency whose mission is to protect life and property, promote traffic safety and provide professional public safety services with respect, compassion, and unbiased professionalism. The Patrol offers statewide emergency response services, investigates criminal activities on state-owned property, and provides security for the Governor and other dignitaries.

### Safest Year on Ohio Roadways

Keeping Ohioans as safe as possible on Ohio roadways is the responsibility of the Ohio State Highway Patrol. In 2013, 990 people lost their lives on Ohio's roadways, which is the lowest number of people killed since the state began keeping records in 1936, when 2,389 people died. Roadway deaths have significantly declined since and reached the previous lowest point in 2011, when 1,016 people died. Public safety officials believe this decline is the result of several factors including partnerships, enforcement, emergency care, education, and engineering. Patrol's enforcement and educational efforts targeting impaired driving and safety belt use have undoubtedly led to Ohio's 84.5 percent safety belt compliance rate and has also led to fewer fatalities.

### Criminal Patrol

Since 2011, the Patrol has added an extra emphasis on removing the criminal element from Ohio's roadways. Throughout FY 2014, drug arrest and seizures continued to rise.

#### ***Drug Arrests up 25% from FY 2013 (+2,118)***

- July 1, 2013—June 30, 2014: 10,524 drug arrests
- July 1, 2012—June 30, 2013: 8,406 drug arrests

#### ***Felony Arrests up 17% from FY 2013 (+563)***

- July 1, 2013—June 30, 2014: 3,855 felony arrests
- July 1, 2012—June 30, 2013: 3,292 felony arrests

## Notable Contraband Seizure Increases FY 2014 over FY 2013

### *Cocaine Seizures up 100% from FY 2013 (+86.8 lbs.)*

- July 1, 2013—June 30, 2014: 173.8 lbs. of cocaine seized
- July 1, 2012—June 30, 2013: 87.1 lbs. of cocaine seized

### *Methamphetamine Seizures up 83% from FY 2013 (+9.3 lbs.)*

- July 1, 2013—June 30, 2014: 20.6 lbs. of methamphetamine seized
- July 1, 2012—June 30, 2013: 11.2 lbs. of methamphetamine seized

### *Marijuana Seizures up 68% from FY 2013 (+1,908.1 lbs.)*

- July 1, 2013—June 30, 2014: 4,703.5 lbs. of marijuana seized
- July 1, 2012-June 30, 2013: 2,795.3 lbs. of marijuana seized

### *Heroin Seizures up 17% from FY 2013 (+10.2 lbs.)*

- July 1, 2013—June 30, 2014: 70.2 lbs. of heroin seized
- July 1, 2012—June 30, 2013: 60.0 lbs. of heroin seized

### *Contraband Seized (FY 2014 versus FY 2013)*

Contraband Type	Amount Seized (FY 2014)	Amount Seized (FY 2013)	Difference (+/-)	Percent Change (+/-)	FY 2014 Values
Marijuana (lbs.)	4,703.5	2,795.3	+1,908.1	+68%	\$21,334,668
Marijuana Plants	217	192	+25	+13%	\$325,574
Methamphetamine (lbs.)	20.6	11.2	+9.3	+83%	\$943,870
Heroin (lbs.)	70.2	60.0	+10.2	+17%	\$4,754,836
Cocaine (lbs.)	173.8	87.1	+86.8	+100%	\$6,642,630
Crack (lbs.)	2.8	6.6	-3.8	-57%	\$122,701
Opiate Pills	40,008	56,139	-16,130	-29%	\$766,562
Stimulant Pills	4,734	6,782	-2,047	-30%	\$90,711
Depressant Pills	7,616	11,516	-3,900	-34%	\$145,927
Hallucinogen Pills	2,247	1,996	+251	+13%	\$43,054

## Traffic Safety Highlights

### ***Decrease in Total Fatal Crashes Compared to FY 2013 (-60/-6%) (-21/-2%)***

- July 1, 2013—June 30, 2014: 872 fatal crashes (911 provisional)
- July 1, 2012—June 30, 2013: 932 fatal crashes

### ***Decrease in Total Traffic Crash Fatalities Compared to FY 2013 (-68/-7%) (-28/-3%)***

- July 1, 2013—June 30, 2014: 945 traffic crash fatalities (985 provisional)
- July 1, 2012—June 30, 2013: 1,013 traffic crash fatalities

### ***Increase in Safety Belt Arrests Compared to FY 2013 (+10,349/+11%)***

- July 1, 2013—June 30, 2014: 102,698 safety belt arrests
- July 1, 2012—June 30, 2013: 92,349 safety belt arrests

### ***Increase in OVI Arrests Compared to FY 2013 (+784/+3%)***

- July 1, 2013—June 30, 2014: 24,518 OVI arrests
- July 1, 2012—June 30, 2013: 23,734 OVI arrests

## Crime Enforcement Highlights

In July 2013, Patrol troopers stopped a pickup truck for multiple traffic violations. A probable cause search revealed a mounted metal toolbox that was concealing an after-market manufactured false compartment in the bed of the vehicle. A total of 30.9 pounds of heroin and 4.4 pounds of cocaine were discovered. This was the largest seizure of heroin in the Patrol's history.

In September 2013, Patrol troopers stopped a passenger car for multiple traffic violations. A probable cause search revealed 17.6 pounds of methamphetamine in duffle bags on the rear seat. This was the largest seizure of methamphetamine in the Patrol's history.

In June 2014, Patrol troopers stopped a U-Haul truck for multiple traffic violations. A probable cause search revealed 2,330 pounds of marijuana in the cargo storage area. This was the second largest seizure of marijuana in the Patrol's history.

## Crime Laboratory

As drug arrests increased, so did the demand on the Patrol's Crime Laboratory. In July 2013, five additional chemists were hired and assigned to the Drug Chemistry Section.

### ***During FY 2014:***

The Drug Chemistry Section received 13,886 cases. This represented a 19 percent increase from the previous fiscal year. The average number of cases backlogged was approximately 1,861. This represented a decrease of over 39 percent from the previous fiscal year.

- The average turnaround time for each case was 40 days, compared to 97 days from the previous fiscal year.

The Toxicology Section received 10,502 cases. This represented a one percent increase from the previous year.

- The average number of cases backlogged was approximately 447. This translated into a decrease of 27 percent from the previous year.
- The average turnaround time for each case was 14 days, compared to 21 days last year.

During FY 2014, the Crime Laboratory received two federal grants that enabled the section to purchase two new instruments—an Alcohol Headspace and a Liquid Chromatograph/Mass Spectrometer/Mass Spectrometer. The grant was for approximately \$420,000.

### **Drug Recognition Experts (DRE)**

Currently, there are 94 DREs in Ohio with 47 of these from the Patrol. A DRE is a police officer who is specially trained to conduct detailed, diagnostic examinations of drug-impaired suspects. Upon examination, they are able to decipher whether or not the suspect is impaired by drugs, with or without alcohol, and able to identify the category of the drug or drugs being abused. Additionally, nearly every Patrol sergeant and trooper has received Advanced Roadside Impaired Driving Enforcement (ARIDE) training, which provides officers with general knowledge related to drug impairment.

### **Training**

#### ***155th and 156th Cadet Classes***

The 155th Cadet Class graduated 43 new troopers on February 14, 2014, after 22 weeks of intense training. The 156th Cadet Class began on April 16, 2014, and is scheduled to graduate on October 10, 2014.

#### ***130th and 131st Basic Classes***

The graduation of the 130th and 131st Basic Peace Officer Academy Classes resulted in 56 officers representing 33 different agencies receiving OPOTA Peace Officer Commissions. Both classes were funded by Casino Funds, which provided opportunities for numerous agencies. These opportunities enabled the agencies to deploy highly trained, commissioned officers while considering the fiscal impact on agency budgets and the public they serve.

#### ***Public Safety Leadership Academy***

The Public Safety Leadership Academy graduated its second class in June of 2014. The course was developed in partnership with The Ohio State University's John Glenn School of Public Affairs. This course replaced other executive-level leadership courses and is becoming a nationally-recognized course for law enforcement administrators. Participants in the second class consisted of officers from 15 police departments, five sheriff's offices, the Ohio Investigative Unit, and the Patrol.

### ***Mid-Ohio Advanced Emergency Vehicle Operations Course***

In an effort to reduce the number of law enforcement-related traffic crashes, the Ohio State Highway Patrol developed an Advanced Emergency Vehicle Operations Course in partnership with the Mid-Ohio Sports Car Course located in Lexington. The one-day training, which is funded by Casino Funds, was available at no cost to all Ohio law enforcement officers. The course curriculum included classroom instruction as well as in-vehicle exercises. The practicum included performance driving, skid avoidance, emergency response and decision making, and a vehicle dynamic challenge course. During the spring of 2014, 345 officers took advantage of the inaugural classes. These officers represented 58 local police departments, nine sheriff's offices, Ohio Department of Natural Resources personnel and the Defense Logistics Agency. Due to the popularity of this course, additional courses have been scheduled for fall 2014 and spring 2015.

### ***Human Trafficking***

The Regional Training Unit continued to provide the three-hour mandatory Human Trafficking Awareness Course to state employees. In 2012, this training was mandated by Governor John R. Kasich as part of his Human Trafficking Task Force Recommendations. Most of the employees of the state of Ohio were trained between July 2012 and December 2013; however, the training has been requested by other governmental agencies and is necessary for newly-hired state employees. Since the inception of the training, 3,555 individuals were trained to identify the signs of human trafficking as they perform their public duties.

## **Community Involvement**

### ***5 Minutes for Life***

The 5 Minutes for Life program, which began in the fall 2013, is a joint effort of the Ohio State Highway Patrol, Ohio High School Athletic Association, Ohio National Guard, Ohio Department of Public Safety and local law enforcement. Through the program, state troopers, National Guard soldiers and local law enforcement officers meet with students for just five minutes to discuss responsible decision-making and leadership.

After the talk, they ask for volunteers to serve as student ambassadors willing to spread the program's message within their schools and to encourage their peers to live a drug-free lifestyle. So far, more than 16,500 teens have heard the 5 Minutes for Life message and more than 500 high school students across Ohio have agreed to become student ambassadors to promote a healthy, drug-free lifestyle within their schools and communities, as part of ongoing efforts to fight drug abuse in the state.

### **Ohio State Highway Patrol Hub**

The Hub - Watch Desk is staffed 365/24/7 and is responsible for increasing the overall effectiveness of the Division by providing a centralized point of contact to collect and disseminate critical information throughout the Division and expedite the deployment of Division assets during a critical incident to continue to protect life and property. During day-to-day operations, the center is also responsible for overseeing all Patrol Dispatch Centers and the Criminal Intelligence Unit.

In FY 2014, the Watch Desk and the Communications Center took on several new responsibilities. The Watch Desk is now responsible for monitoring all Patrol off-duty Ohio Department of Transportation special hauling permit escorts throughout the state, serving as the call-out point for all Dangerous Wild Animal events, and serving as the call-out point for assistance to Ohio Task Force One (OH-TF1), in the event they are activated. OH-TF1 is a search and rescue team that is activated through FEMA. Hub commanders now serve as the State Emergency Operations Center representatives for the Patrol during statewide activation. In addition, the Columbus Communication Center began dispatching for the Ohio Investigative Unit, Department of Taxation, and the State Fire Marshal's Office.

The Criminal Intelligence Unit's (CIU) mission is to manage and share relevant, reliable, and actionable information with law enforcement personnel in support of their operational responsibilities. CIU works in partnership with the federal, state and local law enforcement agencies to contribute to the efforts of front line troopers, agents, deputies and officers by providing the highest level of safety, security, and service to the citizens of Ohio.

The Criminal Intelligence Unit's success and assistance to other agencies has continued to increase again in FY 2014, with 4,628 requests for assistance. These represent 475 Intelligence Reports, 71 Suspicious Activity Reports and 4,082 Requests for Service. Of the 2,470 service requests, 242 were drug tips sent to the CIU from a variety of sources including #677.

## **Fiscal Management**

In FY 2014, the Highway Patrol Fiscal Section managed 12 grants awarded by the Ohio Traffic Safety Office, Ohio Emergency Management Agency, the Ohio Office of Criminal Justice Services, the Public Utilities Commission of Ohio and two federal agencies from the Federal Motor Carrier Safety Administration and the National Highway Traffic Safety Administration. The total amount of awards in the federal fiscal year was \$12,645,281. The purposes of the awards include high-visibility enforcement for traffic violations, alcohol-impaired driver and sobriety checkpoints; training for Crime Lab personnel; OVI and DRE Toxicology programs and equipment at the Crime Lab; Construction Zone enforcement; the Motor Carrier Safety Assistance Program (MCSAP); Fatality Analysis Reporting System (FARS); and overseeing funds for the Traffic Records Coordinating Committee (TRCC) for improving crash data for agencies throughout Ohio. The TRCC projects are on-going, and the funds transfer from one federal fiscal year to the next if not completed.

In addition, the Patrol was awarded \$170,860 for a Commercial Driver's License (CDL) Program beginning Sept. 1, 2012 and ending Aug. 31, 2015.

Equitable Sharing forfeiture funds were used for Crime Lab renovation/expansion; purchase of canines and related training and equipment; and a portion of the re-write of the case management systems.

## Interagency Cooperation

Throughout FY 2014, the Patrol participated in several multi-state law enforcement efforts.

The Six-State Trooper Project is a multi-state law enforcement partnership aimed at providing combined and coordinated law enforcement and security services in the areas of highway safety, criminal patrol and intelligence-sharing. Participating agencies include Indiana State Police, Kentucky State Police, Michigan State Police, Ohio State Highway Patrol, Pennsylvania State Police, and West Virginia State Police. In FY 2014, there were five formalized Six-State Trooper initiatives including coordinated efforts ranging from three to eight days and focusing on enforcement areas such as OVI, safety belts, criminal patrol and drug interdiction.

The “I-80 Challenge” was a multi-state, high-visibility enforcement initiative with a goal of zero fatalities over eight days on Interstate 80. During the last week of July 2013, law enforcement agencies from all eleven states along the 2,900 miles of I-80 (California, Nevada, Utah, Wyoming, Nebraska, Iowa, Illinois, Indiana, Ohio, Pennsylvania, and New Jersey) joined forces to reduce crashes and save lives on the heavily traveled corridor. OSHP posts that are responsible for I-80 traffic enforcement provided increased coverage during the event that targeted high-risk drivers and crash-causing behaviors.

The “I-75 Challenge” is a major component of the National Highway Traffic Safety Administration’s (NHTSA) *More Cops. More Stops.* initiative as well as the International Association of Chiefs of Police (IACP) State and Provincial Police Division’s 2014 Drive Campaign to reduce traffic deaths in 2014 by 15 percent. During three-day events that occurred in March and June 2014, the Ohio State Highway Patrol teamed up with law enforcement officers in five other states (Michigan, Kentucky, Tennessee, Georgia, and Florida) to reduce traffic fatalities along the I-75 corridor. Patrol officers focused on speed, safety belts and OVI enforcement.

## **OHIO BUREAU OF MOTOR VEHICLES (BMV)**

The Ohio Bureau of Motor Vehicles (BMV) is responsible for the examination and licensing of Ohio's drivers, the registration of motor vehicles, the maintenance of driver and vehicle records, enforcing motor vehicle blocks and suspensions, the issuance of motor vehicle dealer and salespersons licenses, and the collection of revenue received from motor vehicle registrations, permissive tax and the international registration plan.

The BMV is organized into six areas, each with specific responsibilities:

1. Registrar's Office (Administration)—this office is responsible for directing and overseeing the other five sections, and ensuring compliance with all laws, policies and procedures required by the Ohio Revised Code and the Ohio Administrative Code.
2. Field Operations—this section oversees the driver license examination (DX) services and deputy registrar (DR) license agencies; providing support, training, audits and evaluations to ensure contract compliance.
3. Investigations—this section is responsible for investigating offenses related to driver license and identification fraud, title and registration fraud, and conducts fraudulent document detection training for BMV, DRs, DXs, law enforcement, government, and retail establishment employees. This section also performs inspections of new, used, motorcycle, and salvage motor vehicle dealers.
4. Special Operations—this section conducts the annual DR process to select applicants and assure continued agency fiscal responsibility through financial reviews of the DRs, processes and fulfils all motor vehicle related public record requests, provides impact statements on proposed legislation for the Registrar, drafts department reports, and undertakes certain research and special projects for the BMV.
5. Suspensions and Licensing Services—this section is responsible for the integrity of the driving record, processing, modifying or clearing suspensions, adding convictions, evaluating and processing submitted documentation and overseeing the seven regional reinstatement offices.
6. Vehicle Services—this section processes vehicle registration renewals, applies payments for registration and reinstatement fees, issues special plates, regulates dealer licensing and assists in titling issuance.

DMV.com, a guide for Department of Motor Vehicles (DMV) and driving-related issues, recently released results from a survey comparing customer satisfaction among state DMVs. Customers were asked about their satisfaction with seven different service categories, including the quality of online service, telephone service, in-person customer service, wait times and overall performance. Each state was then ranked from best to worst in overall customer satisfaction. The Ohio BMV scored the highest reported customer satisfaction in the country and the fourth shortest wait time. Ohio BMV also reached a new high in its customer service satisfaction ratings, based on 2013 survey responses from over 21,600 Ohio BMV customers.

## Leading Accomplishments

- Planning for the closure of the Shipley Customer Service Center (CSC) began in late 2013. The Shipley CSC, which includes a license agency, DX, and Franklin County Clerk of Courts Title Office (CTO), permanently closed at the end of the business day on June 27, 2014. A new independently contracted DR license agency location near Columbus' Hollywood Casino (4161 West Broad Street—Hollywood Plaza) will replace the Shipley CSC. An early award was made for this new site to ensure continued service for West Side residents in the Greater Hilltop vicinity. In addition, the Franklin County CTO will relocate next door to the new license agency in the Hollywood Plaza.

This conversion will create jobs, boost local economic development efforts and reduce costs for the BMV and taxpayers by an estimated \$1 million a year. Unlike the current site, the new location will be open on Saturdays and parking will be more convenient for customers.

To better serve the needs of the Franklin county population, a new DX will open in the north end of Columbus at 990 Morse Road in August 2014. The DX will be located with a DR license agency and Franklin County CTO as well.

- The BMV assisted more than 350,000 Ohio commercial driver's license holders to become compliant with federally mandated medical certification requirements by January 30, 2014. These federal requirements were developed for safety purposes to better ensure medical fitness for commercial vehicle drivers.

The BMV also helped certain Ohio commercial carriers perform their work more efficiently by offering commercial carrier permanent truck trailer plates and tractor plates with no validation sticker required. Permanent plates without stickers save companies the time they would spend processing registration renewals each year and tracking down their fleets to affix new validation stickers. Company logo plates were also introduced in 2014.

- In January 2014, BMV Investigations and the Ohio State Highway Patrol finalized the creation of the new Vehicle Theft and Fraud Units (VTFUs) in Cleveland, Toledo, Columbus and Cincinnati. BMV Investigations agreed to dedicate four investigators full-time to the VTFUs, one each from the Cleveland, Toledo, Columbus, and Cincinnati offices.
- Statewide installation of Dell Wyse thin clients at all license agency terminals was successfully completed on August 15, 2013. Over the span of three months, 192 agencies had 1,185 Wyse thin clients installed. Thin clients are used in place of less secure and more costly fat client personal computers. Their purpose is to gain access to the BMV delivery system. Electronic personal data is not stored on a thin client allowing for enhanced security.
- Vehicle Information Services (VIS) adjusted production standards by requiring that phone agents be available for live chat while simultaneously taking customer phone calls. Previously, several employees were dedicated solely to live chat. This operational change resulted in a 6 percent decrease in the abandoned call rate (customers disconnecting while holding in the telephone queue) meaning that VIS was able to answer 2,800 more phone calls each month. Additionally, phone staff now assists an average of 400 customers per month via Live Chat.

- The Ohio Commercial Online Registration System (OHCORS) now provides customers with the ability to include supporting documents (i.e. Heavy Vehicle Use Tax [HVUT] Form 2290, title, etc.) for registration consideration. Carriers can submit a transaction with payment and receive a Temporary Authority (TA) while the International Registration Plan (IRP) office staff processes the submitted application and verifies the supporting documents.
- BMV Investigations conducted over 2,900 investigations and 3,800 dealership inspections.

### **Major Projects Pending**

- Testing and deployment of the new driver license and identification card security features and color changes.
- Testing and deployment of the new driver license and identification card issuance process will integrate thick client personal computers at the digital workstations, incorporate the ability to scan documents and transmit the digital images to BMV file servers, and create a paperless issuance process by incorporating digital signature pads, create automated interaction with the American Association of Motor vehicle Administrators (AAMVA) portal to verify passport status and provide electronic verification of lawful status.
- Re-write of Automated Titling Processing System (ATPS).
- Re-write of dealer database system (DLR).
- Conduct CDL Skills Test Examiner Recertification for statewide examiners to be FMCSA compliant.
- Complete local and national background checks on all DX personnel.
- All DX testing kiosks will be replaced with touch screen monitors and newly constructed tables.
- All DR and DX locations will receive new vision screeners to replace the outdated equipment.

### **Legislation**

- HB 51 enabled Ohio registrants to retain a standard issue license plate number when replacing and/or exchanging (some restrictions apply) license plates. Vehicle Information Services (VIS) facilitated the implementation of the project, working with stakeholders as well as establishing a subcommittee to successfully launch the changes statewide on October 6, 2013.
- HB 51 permits the owner or lessee of an apportioned vehicle fleet (minimum 50 eligible vehicles) to establish a special plate using the business name or business logo. International Registration Plan (IRP) customers can request an application for company logo license plates through the OHCORS website [www.ohcors.com](http://www.ohcors.com) or [www.ohiobmv.gov](http://www.ohiobmv.gov) or by calling the Vehicles Information Services/IRP Unit.

- HB 51 included many changes to the language applicable to DR license agency contracts. The most significant impacts of the new legislation permits the Registrar to enter into five-year contracts and issue one-year contract extensions to any DR who has provided exemplary service based upon objective performance evaluations; changes the current requirement that a DR reside in the county of residence or an adjacent county to require the deputy to live in a location that is within a one-hour commute from the DR's agency; allows the Registrar to consider the customer service performance record of any person previously awarded a DR contract; and permits the Registrar to determine when it is practical and beneficial to award contracts to a DR to operate more than one license agency at specific locations.
- HB 51 (Classic Auto Auctions)—Amends maximum number of Classic Motor Vehicle Auctions that can be held per year from two to four.
- HB 59 (ATPS)—Supplying money to the clerks for ribbons and cartridges used for title processing.
- HB 278—Insurance Company Obtaining Salvage Title legislation.
- HB 278 (Financial Responsibility Study Committee)—A cost benefit analysis for an Electronic Insurance Verification Program (EIVP) was prepared in response to a request from the Governor's Office. The analysis measured the cost of implementation of various types of EIVPs against the benefit (decreased uninsured rate) that each program could offer. The research indicated that a web-based EIVP would be the most cost-effective approach for the state and the insurance industry. This approach provides real-time data, making it the most customer-friendly program as well.
- Sub SB 114—Automatic suspension of dealer license on tinted window violations went into effect.
- SB 114 (Unconventional Vehicles)—Requires the BMV to create a process to register unconventional vehicles. Stakeholder meetings will resume with Remittance Processing, Titling Support and Dealer Licensing, and Field Services.
- SB 337 authorized the creation of a payment plan for driver's license reinstatement fees to help customers owing \$150 or more in reinstatement fees to become valid drivers (or eligible to retest for a driver's license) by enrolling into a payment plan of \$50 per month. Customers are eligible for the payment plan if they provide proof of insurance and have met all other requirements, except for the payment of reinstatement fees. As of close of business on June 23, 2014, the BMV has enrolled 26,210 customers in the payment plan and these individuals are now legal to drive once again.
- Salvage Amended Rule 4501:1-4-04—Facility Size Variance For Motorcycle, Scooter, and All Purpose Vehicle Part Sales was filed timely.

## **Outreach and Community Engagement**

- BMV Investigations will continue to train DRs and staff, the law enforcement community and all other governmental agencies on BMV processes and document identification to contribute to a safer Ohio.
- Numerous members from the Alum Creek Reinstatement office and Franklin County Municipal Court participated in the Shadowing Exchange program during 2013. This program provided the opportunity to observe court processes and allowed court staff to visit the Reinstatement office and Telecommunications section to observe daily operations and ask questions.
- Continue regional training with courts and law enforcement on legislative updates and LEADS interpretation which provides courts and law enforcement with information that will assist with a reduction in the number of suspended drivers on Ohio roadways.
- Safe Surrender Programs created for fugitives who peacefully surrender will be provided the opportunity to reinstate their driver's license on site and/or will be given detailed driver license reinstatement information, including eligibility requirements for the BMV fee installment plan. This aids in the reduction of the number of suspended and uninsured drivers on Ohio roads making a safer Ohio for residents and law enforcement.
- Field Operations personnel attended a meeting held at the Ohio Board of Regents to discuss Ohio DL/ID issuance to foreign nationals/non-U.S. citizens.

## **Transactions and Revenue Statistics**

### **Deputy Registrars**

Deputy Registrars extended the following customer services while maintaining a 97.83 percent customer satisfaction rating:

#### ***Driver License/Identification Card/Commercial Driver License/ Temporary Instruction Permits***

- 2,536,913 driver licenses
- 342,935 temporary instruction permits
- 424,261 identification cards
- 117,544 commercial driver licenses
- 18,886 commercial driver license temporary instruction permits
- 3,440,539 total driver/commercial licenses, identification cards and temporary instruction permits issued

#### ***Vehicle Registration***

- 10,089,008 Vehicle Registration transactions
- 271,067 late fee transactions

**Special License Plates**

- 435,898 logo and special license plates issued and renewed in FY 2013
- 317,429 personalized (non-logo)
- 112,376 initial reserved (non-logo)

**Miscellaneous Transactions**

- 157,057 new voters registered
- 972,041 customers participated in the Second Chance Trust Fund
- 1,782,744 customers participated in the Save Our Sight Fund
- 4,923 commercial driver license test receipts
- 182,878 out-of-state inspections
- 63,858 medical certification transactions
- 69,091 driver abstract transactions

**Deputy Registrar License Agencies Totals**

- 16,791,828 total deputy registrar transactions
- \$645,826,030 total deputy registrar revenue collected

**BMV Operations****Shipley Customer Service Center**

- 151,547 customer sales transactions
- \$4,645,975 million collected from the sales of abstracts, inspections, vehicle registrations, driver license and identification card issuances

**Driver Exam Services**

- 417,351 Class D operator written tests
- 542,096 Class D operator driving/skills tests
- 158,152 CDL written tests
- 43,142 CDL driving/skills tests
- 72,950 MC/M2 written tests
- 9,176 MC/M2 driving/skills tests
- 1,242,867 total examinations

**Vehicle Registration (OPLATES/Telephone Transactions & Sales)**

- 1,094,989 OPLATES transactions recorded
- 42,246 telephone transactions/interactive voice response (IVR) system
- \$68,867,546.54 collected from OPLATES sales/telephone transactions (IVR)

***Reinstatement Offices***

- \$21,021,869 in reinstatement fees collected
- 470,525 customers served
- 675,817 documents processed
- 128,844 internal unit assistance

***Telecommunications***

- 1,452,543 calls offered
- 970,815 calls answered

***Service Calls Answered by Field Operations Internal Support Groups***

- Deputy Technical Services fielded 18,059 calls with a 1 percent abandoned rate
- License Control fielded 26,580 calls with a 3 percent abandoned rate

***BMV Internal Agencies and Reinstatement Offices Totals***

- 3,639,499 total transactions
- \$281,740,257 revenue collected

***Total Combined (Deputy Registrar & BMV) Transactions and Revenue Generated***

- 20,431,327 transactions
- \$927,566,287 revenue collected

## OHIO EMERGENCY MANAGEMENT AGENCY

The Ohio Emergency Management Agency (EMA) coordinates activities to mitigate, prepare for, respond to and recover from disasters, both natural and man-made. EMA works closely with local, state and federal agencies to bring resources for recovery and support to Ohioans impacted by disaster. The four phases of emergency management – response, mitigation, recovery and preparedness – create the foundation of a successful system. The system fosters resiliency, preparedness and capability at all levels.

### *SFY 2014 Spending and Encumbrances as of June 20, 2014*

	<b>Total Federal</b>	<b>Total State</b>	<b>Total</b>
Personal Services (Payroll)	\$3,909,065.03	\$3,572,232.60	\$7,481,297.63
Purchases Personal Services	\$470,585.27	\$133,038.53	\$603,623.80
Supplies and Maintenance	\$391,064.55	\$1,843,023.50	\$2,234,088.05
Equipment	\$1,983,426.49	\$142,305.97	\$2,125,732.46
Subsidy	\$25,850,991.14	\$4,122,920.22	\$29,973,911.36
Transfers	\$1,445,291.13	\$177,887.75	\$1,623,178.88
Capital	\$ -	\$142,700.00	\$142,700.00
<b>Total</b>	<b>\$34,050,423.61</b>	<b>\$10,134,108.57</b>	<b>\$44,184,532.18</b>

## Response

*Ongoing preparedness efforts among all those involved in emergency management and incident response activities ensure coordination during times of crisis*

- The Safe Ohio Team concept supports local EMA and first responders. As always, local officials are the on-scene decision makers. Safe Ohio teams are activated using a tiered evaluation system, including initial assessment, consultation and deployment. In a critical incident, those first on the scene are encouraged to provide an initial assessment to the state Hub using the Safer Ohio Phone App, by phone, MARCS or other available methods. Initial assessments by local first responders will be examined by a consultation team of representatives from Ohio EMA, Ohio Homeland Security, the Ohio Department of Transportation, the Ohio State Highway Patrol and the Ohio National Guard. If the consultation team determines a situational assessment team should be offered to local partners, the consultation team will confer with the county EMA director and call for additional agency participation if necessary. Based on need, personnel from appropriate agencies can be deployed to an incident within 3-5 hours of being notified, but they will only be sent after local EMA directors have been contacted and accept the offer. The situational assessment team will support the local response by assessing needs and offering resources when appropriate. Additionally, trained individuals on ODPS Emergency Resource Teams will be available to help county emergency management agencies with specific response and recovery missions, if necessary.
- ODPS currently has 155 employees who are active with the American Red Cross, with four of them having been deployed in April 2014. ODPS plans to continue this successful effort and will encourage employees to volunteer. Also, 49 ODPS employee volunteers completed Community Emergency

Response Team (CERT) training during spring 2014. CERT educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills.

- Ohio Emergency Management Agency participated in the annual Department of Defense (DoD) exercise in Southern Indiana involving thousands of military troops and focusing on the detonation of an Improvised Nuclear Device. More than 60 state staff from Ohio agencies operated from an alternate Emergency Operations Center in Indiana and participated alongside DoD for six days.
- Stakeholder groups within the emergency management system have the ability to access the State of Ohio Rain/Snow Monitoring System (STORMS). STORMS provides real-time rain measurements to the NWS, USGS, local EMA directors, and the general public. The new web site for STORMS is an interactive site with maps and links to other weather information sites. STORMS is the state of Ohio flash flood warning system that measures rain fall and sends notifications of high/increased rainfall per second.
- 17 key capabilities were identified throughout Ohio and cataloged for mapping to include power generation, communications equipment and water purification systems. Nine generators were purchased and prepositioned throughout the state for ready access during power outages and natural disasters.

## Mitigation

*Identifying all potential hazards and vulnerabilities and reducing the potential damage they can cause*

- State of Ohio Enhanced Hazard Mitigation Plan was adopted by the governor and approved by the Federal Emergency Management Agency (FEMA). Ohio is one of only nine states that currently meet enhanced plan criteria, a testament to Ohio's comprehensive hazard mitigation program. The plan identifies actions that all levels of government and the private sector undertake to help protect people and property from natural hazards. One priority identified in the plan is to acquire and demolish repeatedly flooded structures, and then permanently re-establish the land as open space through deed restrictions.
- Federal mitigation grants administered by Ohio EMA are used to implement mitigation projects and planning efforts that reduce the cost of damage caused by disasters, and minimize the impact on citizens, businesses and properties. The most common projects implemented locally with these funds are the acquisition and elevation of flood-prone structures and mitigation planning. Ohio EMA administers FEMA's Hazard Mitigation Assistance grants for the state of Ohio.

<b>Year</b>	<b>Federal Mitigation Grant Dollars</b>	<b>Open Projects/ Applications</b>	<b>Total Cost</b>
2014	4.5 million	81 Open Projects/ Applications	\$ 33,841,275.49
2013	5.4 million	70 Open Projects/ Applications	\$ 40,235,583.17

## Recovery

*Recovering from a disaster is a gradual process that should emphasize safety*

Over the last fiscal year, local government assistance and individual assistance have been provided to residents throughout the state. Completion of eligible work within the FEMA Public Assistance program can span four or more years. The Small Business Administration can make an Agency-only declaration and provide low-interest loans to residents and businesses. The State Individual Assistance and State Disaster Relief Programs are administered by the Ohio Emergency Management Agency and provide grants to impacted residents and local governments.

<b>Event</b>	<b>Disaster Total Estimated</b>	<b>Disbursed to Year-to-Date</b>
DR-1720 August 2007 flood event in 7 northwestern/north central counties	FEMA Public Assistance Grants \$13,866,195 (cost share 75% federal, 12.5% state, 12.5% local)	\$11,577,730 of estimated \$12,006,889
DR-4002 flooding from April 4-May 5, 2011, in 21 southern Ohio counties	FEMA Public Assistance Grants \$46,263,924 (cost share 75% federal, 12.5% state, 12.5% local)	\$31,784,646 of estimated \$40,383,958
DR-4077 severe storms June 29-July 2, 2012, in 38 counties	FEMA Public Assistance Grants \$22,392,610 (cost share 75% federal, 12.5% state, 12.5% local)	\$17,425,727 of estimated \$18,240,262
DR-4098 Hurricane Sandy October 29-30, 2012, in 2 northern Ohio counties	FEMA Public Assistance Grants \$24,445,077 (cost share 75% federal, 12.5% state, 12.5% local)	\$6,388,115 of estimated cost \$20,279,058
July 2013 Northeastern and South Central Ohio Flooding and Severe Storms	Small Business Administration Loans (SBA) State Individual Assistance Program (State IA) State Disaster Relief Program (SDRP)	SBA — Loans totaled \$280,330 State IA — Grants totaled \$78,044 SDRP — Grants disbursed to date \$2.1 million; \$2.8 pending
November 2013 Northwest Ohio tornadoes	State Disaster Relief Program (SDRP)	SDRP — Grants totaled \$36,208
December 2013 West Central/Central Ohio flooding	State Disaster Relief Program (SDRP)	SDRP — Grants disbursed to date \$7,000; \$200,000 pending
May 12-14, 2014 Northeastern Ohio flooding	Small Business Administration (SBA) State Disaster Relief Program (SDRP)	SBA — Loans total pending (declared June 5) SDRP — Grants \$5.7 million pending
May 21-22 2014 West Central Ohio flooding	Small Business Administration (SBA) State Disaster Relief Program (SDRP)	SBA — Loans total pending (declared June 5) SDRP — Grants \$738,000 pending
May 29-June 2 Gallia County flooding and water main break	State Disaster Relief Program (SDRP)	SDRP — Grants \$1.8 million pending

## Preparedness

*Training citizens to prepare and protect themselves in the event of an emergency or disaster*

- Ohio Citizens Corps Program allocated \$295,000 to local communities that have developed and trained more than 15,500 volunteers statewide.
- Ohio EMA conducted 118 training courses for 3,242 individuals to prepare and maintain responders and volunteers throughout the state.
- Three county director conferences with 263 attendees from all 88 counties.
- Ohio EMA developed, conducted, oversaw, participated in and/or managed a variety of exercises statewide. There were 41 homeland security-related exercises:
  - 20 seminars
  - 2 workshops
  - 7 tabletop exercises (informal, facilitated group discussion of an emergency situation designed to evaluate/validate operational plans, problem identification, and in-depth problem solving)
  - 4 drills
  - 5 functional exercises (interactive exercise that tests the capability of an organization to respond to a simulated event; focuses on coordination of multiple functions or organizations and strives for realism, with no actual deployment of equipment and personnel)
  - 3 full-scale exercises (simulated emergency event involving all emergency response functions and requiring full deployment of equipment and personnel; typically, includes fire, law enforcement, emergency management and other agencies and organizations as identified in the scenario)

Highlights include: Vibrant Response 13-2, Central Ohio Regional Severe Winter Weather Functional Exercise, Regional Mass Fatality Full-Scale Exercise, annual Training and Exercise Plan Workshop (TEPW).

## **PRIVATE INVESTIGATOR AND SECURITY GUARD SERVICES (PISGS)**

Private Investigator Security Guard Services is a regulatory body consisting of two units: Licensing and Registration and Enforcement. The division's mission is to maintain a standard of excellence for the private investigator and security guard industry by ensuring all applicants meet the established criteria for licensing and registration, and enforcing the laws governing the industry to protect the safety of the citizens of Ohio. PISGS also facilitates a commission of twelve appointed officials representing the industry, law enforcement and the general public.

### ***Licensing and Registration Unit***

The PISGS Licensing and Registration Unit is responsible for licensing Ohio private investigators and security guard companies and for registering their employees.

- 21,828 registered security guards and private investigators
- 835 licensed companies
- Administered 24 exams to 105 license applicants
- 86 qualifying agents and staff attended one of 12 informational seminars

### ***Enforcement Unit***

The Enforcement Unit investigates complaints involving things such as allegations of registration and/or renewal violations or unlicensed activities, in addition to compliance audits and unannounced security guard checks.

- 103 complaints received
- 90 new cases assigned for investigators
- 35 cases closed
- 2,406 unannounced security guard checks
- 146 law enforcement contacts
- 13 criminal complaints filed
- \$116,880.23 paid in settlements for civil violations

### ***Rap Back Program***

The Rap Back Program is managed by BCI and conducts monthly background checks of all private investigators and security guards as well as company's qualifying agent. If a registrant is arrested and/or convicted in court of a criminal act, PISGS is notified. For felony convictions, the qualifying agent and/or the registrant may be disqualified from engaging in the business of private investigations or security services.

### ***Ohio Private Investigation and Security Service Commission (OPISSC)***

The department encourages collaborative partnerships and cooperation between law enforcement, private citizens and the private investigative and security professionals. The OPISSC is the driving force in connecting the private and public sectors of the industry. The Commission consists of 12 members appointed by the Governor, the Director of the Ohio Department of Public Safety and the Superintendent of the Ohio State Highway Patrol. The OPISSC is an advisory board to the director on all matters related to the industry.

## **OHIO INVESTIGATIVE UNIT (OIU)**

Ohio Investigative Unit agents are fully-certified undercover, plain-clothes peace officers who investigate violations of liquor and tobacco laws, as well as food stamp fraud. The agents have criminal jurisdiction and serve as the sole law enforcement agency in the state with the power to administratively cite a liquor permit premise before the Liquor Control Commission.

Keeping alcohol and cigarettes out of the hands of young Ohioans is a main focus of the OIU. Agents have continued efforts to conduct trace-back investigations related to arrests, incidents and injury and/or fatal crashes involving persons under the age of 21. Through enforcement and educational efforts, agents have helped reduce the problem of underage drinking.

### ***Food Stamp Fraud***

- 167 investigations conducted
- 67 arrested for food stamp related crimes
  - 30 criminal charges involved drug related offenses
  - 115 criminal charges involving theft, receiving stolen property, corrupt activities
  - 645 criminal charges involving the EBT cards and food stamp benefits (e.g., Illegal Possession—Use of EBT, and related offenses)
- 4 businesses criminally charged with food stamp related crimes
- 153 administrative citations issued
- \$85,353 seized in food stamp fraud investigations initiated from July 1, 2013—June 30, 2014

### ***Gambling***

- 82 investigations completed
- 60 gambling-related arrests
- 119 administrative citations
- \$1,348,807.92 seized in gambling investigations initiated from July 1, 2013—June 30, 2014

### ***Alcohol***

- 1,559 minors arrested for underage drinking violations
- 591 arrested for selling alcohol to minors
- 808 administrative citations issued for alcohol offenses
- 942 compliance checks with 80 percent compliance rate
- 104 illegal sales investigations completed
- 73 individuals arrested for illegal sales violations
- 194 trace-back investigations
- \$19,732.77 seized in illegal sales investigations initiated from July 1, 2013—June 30, 2014

### **Tobacco**

- 4 minors arrested for tobacco violations
- 78 arrested for selling tobacco to minors
- 359 compliance checks with 77 percent compliance rate

### **Totals**

- 2,938 total arrests from July 1, 2013–June 30, 2014
- \$2,831,383.07 seized from investigations initiated from July 1, 2013 to June 30, 2014

## **Education**

### ***Sober Truth***

The Sober Truth program is presented by agents to educate youth on the state's liquor laws. This program is designed to increase student knowledge about the effects of alcohol and to encourage responsible decision making in the use of alcohol.

### ***Sober Truth presentations, July 1, 2013–June 30, 2014***

<b>District</b>	<b>Attendees</b>	<b>Presentations</b>
Athens	0	0
Canton	3,304	54
Cincinnati	2,512	77
Cleveland	11,681	279
Columbus	9,785	252
Toledo	6,262	217
<b>Totals</b>	<b>33,544</b>	<b>879</b>

### ***Alcohol Server Knowledge***

The Alcohol Server Knowledge (ASK) program is designed for liquor permit holders and their employees. Agents from OIU provide instruction on laws pertaining to the sale and/or consumption of alcohol and tobacco. Agents also cover topics such as false identification, employment of minors and penalties for violations.

### ***ASK presentations, July 1, 2013–June 30, 2014***

<b>District</b>	<b>Attendees</b>	<b>Presentations</b>
Athens	121	7
Canton	630	44
Cincinnati	1,041	63
Cleveland	287	18
Columbus	1,393	70
Toledo	909	51
<b>Totals</b>	<b>4,381</b>	<b>253</b>

**ADAP**

From July 1, 2013—June 30, 2014, OIU received 22 alcohol, detection and prosecution (ADAP) training requests. OIU supplied 183 bottles of spirituous liquor for ADAP training. Spirituous liquor forfeited by the courts to OIU can be distributed to law enforcement agencies in Ohio for training relating to law enforcement activities. This liquor is most often used to train law enforcement officers in the recognition of the effects of alcohol on individuals through ADAP or standardized field sobriety testing (SFST) courses. Alcohol released under this program is restricted to law enforcement training purposes only and must be properly disposed of by the receiving agency.

## **OHIO EMERGENCY MEDICAL SERVICES**

The Division of Emergency Medical Services (EMS), in conjunction with the State Board of Emergency Medical, Fire, and Transportation Services (EMFTS) and the Firefighter and Fire Safety Inspector Training Committee, is responsible for establishing training and certification standards for fire and emergency medical services personnel; accreditation of EMS and fire training programs; oversight of Ohio's trauma system and the EMS grant program; Emergency Medical Services for Children (EMSC) program coordination; licensing of Ohio's medical transportation services; coordination of the Regional Physician Advisory Boards; collection and analysis of data submitted to the EMS Incident Reporting System and the Ohio Trauma Registry; and investigations to ensure compliance with Revised and Administrative Codes.

### **EMS Education**

The Division of EMS strives to ensure professional conduct and adherence to medical standards in the delivery of emergency medical services. The primary focus of Ohio EMS education is to assure a workforce of well-trained, certified EMS providers to serve Ohio citizens.

The Division of EMS regulates 87 accredited institutions that offer EMS training for initial certification and over 500 approved organizations that offer EMS continuing education (CE) courses. By law, all courses are developed under the direction of a physician to ensure medical content meets the current standards in patient care. The Division of EMS conducts approximately 200 evaluations of EMS training locations annually to ensure compliance with the EMS educational standards and medical standards of patient care adopted by the EMFTS Board.

All Ohio accredited paramedic training programs will be nationally accredited through the Commission on the Accreditation of Allied Health Programs (CAAHEP) by January 1, 2018. Currently, 13 Ohio accredited paramedic training programs hold CAAHEP accreditation and 24 paramedic training programs are in the final phase of CAAHEP evaluation. CAAHEP accreditation, as well as initial paramedic examination through the National Registry of Emergency Medical Technicians (NREMT), is required by 47 states, the United States Army and the United States Air Force.

### **Opioid Overdose/Naloxone Administration**

In response to the worsening heroin epidemic, the EMFTS Board changed the EMS Scope of Practice to increase the number of providers that can administer naloxone for a suspected overdose. To ensure training is available for all providers across the state, the Division of EMS created an online training module, which is available on the Ohio Department of Public Safety, Public Safety Training Campus.

### **EMS Certifications**

There are approximately 42,000 active EMS-certified providers in Ohio including Emergency Medical Responders, Emergency Medical Technicians, Advanced Emergency Medical Technicians, and Paramedics. To assure that Ohio has qualified and well-trained EMS providers, certificate holders are required to complete continuing education in order to renew their

certifications every three years. Ten percent of the providers who renew their certificates are randomly selected by computer for audit to ensure compliance. The Division of EMS conducts approximately 1,200 EMS/Fire Services certification renewal audits annually.

**Active EMS Providers**

	<b>2013*</b>	<b>2014*</b>
Emergency Medical Responders (EMR)	2,220	2,194
Emergency Medical Technicians (EMT)	20,631	19,943
Advanced EMT (AEMT)	2,201	2,105
Paramedic	17,290	17,540
<b>TOTAL</b>	<b>42,342</b>	<b>41,782</b>

\*As of June 30

The Division of EMS certifies EMS instructors who also must hold a current provider certificate as shown above, or be licensed in Ohio as a Registered Nurse, Physician Assistant, or Physician.

**Active EMS Instructors**

	<b>2013*</b>	<b>2014*</b>
<b>TOTAL</b>	4,373	4,465

\*As of June 30

**Fire Service Education**

The Division of EMS approves the delivery of firefighter, fire safety inspector and instructor training required for certification through the chartering process. There are 65 chartered institutions offering fire service training for certification to practice in Ohio. The Division of EMS conducts a charter review including a site visit for both initial and renewal charter requests. Charter reviews are conducted to ensure course offerings and facilities meet the educational standards established through the Revised and Administrative Codes.

The chartering process for fire training programs was evaluated in FY 2013-14, recommendations for improvement drafted, and solutions implemented. The overhaul included revisions to the Ohio Administrative Code, revisions to the fire charter application, establishment of a thorough charter review/approval process including site visits, spreading charter reviews over a three-year cycle, and cross training of Division of EMS Education Section staff to conduct both EMS and fire training program reviews.

**Fire Services Certifications**

Ohio is home to over 41,000 state-certified fire service personnel within four levels: Volunteer Firefighter, Firefighter I, Firefighter II, and over 10,000 Fire Safety Inspectors. To ensure Ohio’s firefighters are trained in the most up-to-date methods and techniques, certificate

holders must meet continuing education requirements during a three-year cycle to renew their certifications. Ten percent of the providers who renew their certificates are randomly selected by computer for audit to ensure compliance. The Division of EMS conducts approximately 1,200 EMS/Fire Services certification renewal audits annually.

**Active Firefighters and Fire Safety Inspectors**

	<b>2013*</b>	<b>2014*</b>
Volunteer Firefighters	13,341	12,628
Firefighter I	4,761	4,918
Firefighter II	23,569	23,603
<b>TOTAL FIREFIGHTERS</b>	<b>41,671</b>	<b>41,149</b>
Fire Safety Inspectors	10,124	10,160

*\*As of June 30*

Fire Service Instructors are also certified by the Division of EMS. Instructors must hold a current provider certificate as shown above.

**Active Fire Instructors**

	<b>2013*</b>	<b>2014*</b>
<b>TOTAL</b>	<b>4,235</b>	<b>4,372</b>

*\*As of June 30*

**Investigations**

The Office of Investigative Services conducts all investigations pertaining to alleged violations of the Ohio Revised and Administrative Codes Chapter 4765, which involve emergency medical technicians, firefighters, instructors, EMS or fire training institutions, and Chapter 4766, involving medical transportation services. Cases range from, but are not limited to, felony or misdemeanor involving moral turpitude convictions, standard of care cases, continuing education cases, vehicle safety cases, and professional standards of conduct cases. Statistics for the fiscal year July 1, 2013 – June 30, 2014 are as follows:

**Investigatory Cases**

	<b>2014</b>
# of Cases — EMS Investigations	466*
# of Cases — Fire Investigations	444
<b>TOTAL CASES OPENED</b>	<b>910</b>

*\*Includes 26 medical transportation cases.*

## Grants

The purpose of the Division of EMS grant program is to improve and enhance EMS and trauma patient care in the state by providing grant funds to eligible applicants. There are six types of grants available from the Division of EMS. The EMS grant award year begins on July 1 and concludes June 30. The amount awarded for each category is determined by the Ohio EMFTS Board and by the amount of funds available from seat belt fines collected during the award year. The priorities for distribution of grants funds, as established in the Revised Code, are as follows:

- **First priority** shall be given to emergency medical service organizations for the training of personnel, for the purchase of equipment and vehicles, and to improve the availability, accessibility, and quality of emergency medical services in this state.
- **Second priority** shall be given to entities that research, test, and evaluate medical procedures and systems related to adult and pediatric trauma care.
- **Third priority** shall be given to entities that research the causes, nature, and effects of traumatic injuries, educate the public about injury prevention, and implement, test, and evaluate injury prevention strategies.
- **Fourth priority** shall be given to entities that research, test, and evaluate procedures that promote the rehabilitation, retraining, and reemployment of adult or pediatric trauma victims and social service support mechanisms for adult or pediatric trauma victims and their families.
- **Fifth priority** shall be given to entities that conduct research on, test, or evaluate one or more of the following:
  - (a) Procedures governing the performance of emergency medical services in this state;
  - (b) The training of emergency medical service personnel;
  - (c) The staffing of emergency medical service organizations.
- **Sixth priority** shall be given to entities that operate paramedic training programs and are seeking national accreditation of the programs (for grants distributed for the grant award years occurring not later than the award year ending June 30, 2017).

<b>FY 2013-2014 Awards</b>	<b># Grants Awarded</b>	<b>Amount Awarded</b>
Priority 1	715	\$2,521,750
Priority 2	2	\$55,691
Priority 3	1	\$84,475
Priority 4	2	\$144,369
Priority 5	2	\$176,089
Priority 6	13	\$42,919

## **Research and Analysis**

The Division of EMS has collected data on more than 1,045,000 EMS runs from 1,168 EMS agencies and medical record data from over 32,000 trauma patients admitted to 169 hospitals, plus an additional 1,500 trauma patients admitted to 50 inpatient rehabilitation facilities. In excess of 11 million records are now at the disposal of the EMFTS Board and other researchers. More than 75 requests for trauma data have been received from researchers.

## **Statewide Trauma System**

Ohio has a legislated trauma system which ensures that seriously injured people get to the right hospital, in the right manner, in the right amount of time. These three factors are crucial for patient survival.

The EMFTS Board with advice from the Trauma Committee, and working through the Division of EMS, is tasked with monitoring, coordinating and facilitating the trauma system. This includes setting standards for trauma triage, the rules by which EMS personnel determine the guidelines for transport of a patient to a trauma facility. There are 49 trauma centers in Ohio.

The Trauma Committee continues to implement its strategic plan, *A Framework for Improving Ohio's Trauma System*, which has become part of the State Board of EMS Strategic Plan: *Ohio EMS 2015*.

## **Emergency Medical Services for Children (EMSC)**

The EMS for Children program is a federally-funded initiative designed to ensure that the children of Ohio receive the very best emergency care the EMS system can provide. EMS for Children is a broad network of services including injury prevention, accessing EMS, ambulance services, emergency room services, hospital services and rehabilitative services.

In October of 2013, the Ohio EMS for Children Committee met with the Ohio Pediatric Disaster Preparedness Coalition. The joint meeting focused on the completion of the burn surge annex to the Ohio Hospital Association Disaster Plan.

The EMS for Children survey of EMS agencies was completed in February of 2014. The survey measured availability of medical direction and pediatric equipment at the scene of an emergency. Survey results: 100 percent of Basic Life Support (BLS) services and 88 percent of Advanced Life Support (ALS) services have access to live medical direction while treating a pediatric patient; 59 percent of BLS services and 95 percent of ALS services have written protocols available while treating a pediatric patient; 36 percent of BLS ambulances and 28 percent of ALS ambulances carry all the required pediatric equipment.

Ohio EMS for Children co-hosted the second annual Ohio Pediatric Emergency Medicine Fellows Conference on April 7, 2014, at the American Academy of Pediatrics offices in Columbus. Twenty-four pediatric emergency medicine fellows attended the session, led by Dr. Deanna Dahl-Grove of the Ohio EMS for Children Committee and University Hospitals Rainbow Babies and Children's Hospital. The conference focused on pediatric disaster preparedness.

## **Homeland Security**

The Division of EMS maintains an active role in homeland security and disaster preparedness, representing the interests of EMS and fire personnel through participation on various committees, including the Homeland Security Advisory Council. The Division facilitates the exchange of critical information through participation in the Strategic Analysis and Information Center (SAIC). In addition to the role of the Division of EMS, the EMFTS Board-approved Homeland Security Subcommittee deals with homeland security issues which affect the fire and emergency medical services. The subcommittee has been instrumental in revising and teaching CHEMPACK deployment and use in conjunction with the Ohio Department of Health (ODH) and has helped support ODH in the continued development of hospital preparedness planning. The subcommittee developed guidance for Crisis Standards of Care and identified strategies and programs to protect the EMS workforce and their families during a disaster.

## **Regional Physician Advisory Boards**

Ohio is currently divided into 10 pre-hospital emergency medical services regions for the purpose of overseeing the delivery of pre-hospital emergency medical services. For each region, the EMFTS Board appoints physicians with knowledge and experience in emergency medical services to a Regional Physician Advisory Board (RPAB). Care is taken to ensure representation of all geographic areas of the region. Each RPAB may provide assistance to EMS organizations in the region in such areas as continuing education programs, equipment procurement, establishing mutual aid agreements, and development of written medical protocols. Members of regional advisory boards serve without compensation. The state medical director conducts quarterly meetings with the RPAB chairpersons. The RPAB ensures the currency of the state pre-hospital patient care guidelines and also provides support and serves in an advisory role to the EMFTS Board and its committees. Rules are currently being promulgated to transition the current ten RPAB regions to align with the eight Ohio Homeland Security Planning Regions.

## **Medical Transportation**

The Ohio Department of Public Safety, Division of EMS and State Board of Emergency Medical Services merged with the Ohio Medical Transportation Board (OMTB). The newly-merged board, retitled the State Board of Emergency Medical, Fire, and Transportation Services created a “one-stop-shop” for emergency medical care and transportation, including vehicles, aircraft, equipment, personnel certifications, accreditation of training programs, data collection and analysis, complaint processing, investigations and grants, as well as improved disaster preparedness and response by providing visibility of all medical transportation resources by one agency.

The Medical Transportation section was created within the Division of EMS to assume the licensing responsibilities previously held by the OMTB. The Medical Transportation section, with the assistance of 18 part-time contractors, inspects and licenses approximately 500 services and 3,700 vehicles throughout the state of Ohio each year.

<b>2014 Inspections</b>		
<b>Medical Transportation Service Type</b>	<b># of Services</b>	<b># of Vehicles</b>
Air Services	19	85
Ambulances		
• Advanced Life Support (ALS)	92	1,048
• Basic Life Support (BLS)	9	15
Mobile Intensive Care Units (MoICU)	32	702
Ambulettes (wheelchair vans)	342	1,823

## **OHIO HOMELAND SECURITY**

Ohio Homeland Security (OHS) analyzes and shares information, increases awareness, reduces vulnerabilities, and develops strategies to prevent, prepare for, and protect against terrorism and other threats to public safety. OHS works with partners to ensure that these responsibilities are carried out in a collaborative environment.

### ***State of Ohio Homeland Security Strategic Plan***

The mission of the Homeland Security Strategic Plan for the state of Ohio is to develop and maintain the capabilities to prevent, protect against, respond to, and recover from threatened or actual terrorist attacks, major disasters, and other emergencies through well-prepared citizens, responders, and managers who are coordinated across disciplines and jurisdictional boundaries. The plan is designed to ensure comprehensive preparedness in the event of a significant incident that would require a response from government agencies, private companies, non-governmental organizations, and individual citizens. Over seventy stakeholders from multiple jurisdictions, disciplines, and sectors worked together to develop the revised three-year plan in early 2013. In 2014, stakeholders came together to assess the plan during a routine annual review. This three-year plan spans from June 2013 to May 2016.

### ***Homeland Security Advisory Council (HSAC)***

The HSAC advises the Director of the Ohio Department of Public Safety on homeland security issues. During FY 2014, the HSAC met three times to discuss implications of the Boston Bombing, infrastructure protection—including scrap metal theft, grant programs, first responder training, school safety, and other ongoing homeland security concerns. The subcommittees of the HSAC, including the Cyber Security and Technology, Strategic Planning, and Training Workgroups, met to discuss the 2013-2016 State of Ohio Homeland Security Strategic Plan and the 2014-2017 Ohio Cyber Security Strategy.

### ***Safe Schools Initiative***

As a part of the Governor's Safer Schools Initiative and supported by proposed changes to the Ohio Revised Code through House Bill 487, Ohio Homeland Security is implementing a process and systems to assist the Ohio Department of Education (ODE) with the review and evaluation of school safety plans to increase the security of education facilities. SAIC infrastructure protection analysts will be responsible for reviewing over 4,400 Ohio school plans as a part of this initiative.

In addition, Ohio Homeland Security recently partnered with ODE and Ohio Board of Regents to bring an ODE Analyst into the Strategic Analysis and Information Center (SAIC). This joint initiative will increase communication and collaboration between the SAIC and the Center for P-20 Safety and Security, which was formed as a collaborative effort between the Ohio Board of Regents and ODE to create safe and supportive learning environments and respond to violence and its causes in educational settings throughout Ohio.

The joint School Safety Program aims to raise awareness of safety and security issues in Ohio's schools. The newly integrated Education Analyst is focused on preparation and response to school threats and Ohio schools' compliance with safety plan requirements. Information sharing tools are being promoted to educators and school staff, including Ohio

Homeland Security's Contact and Information Management System (CIMS) and the Safer Ohio Phone App. These tools will allow school personnel to quickly and easily access and share critical information.

#### ***Explosive Detection Canine Initiative***

Ohio Homeland Security (OHS) provided three explosive detection canines to Ohio State University, Youngstown State University and Bowling Green State University. This brings the total number of explosive detection canines at state universities to seven out of 13. One German Shepherd, one Belgium Malinois and one German Malinois went through 10 weeks of training to prepare them for their important role in ensuring public safety. The dogs were placed throughout the state to respond to bomb threats at Ohio universities and their surrounding communities. OHS plans to expand the program in FY 2015.

#### ***Cybersecurity***

OHS continues to support efforts to improve cyber security capabilities in Ohio. In 2014, the HSAC Cyber Security Working Group developed the 2014-2017 Ohio Cyber Security Strategy. This strategy aims to coordinate cyber security among government, public, and private sectors to ensure information systems are adequately protected and resilient to cyber threats and incident response capabilities exist to rapidly contain and remediate attacks. In addition, OHS co-sponsored Cyber-Strategies for a Safer Ohio with the InfraGard Central Ohio Members Alliance and participated in the Ohio Cyber Day, hosted by the Office of Information Technology.

#### ***See Something, Send Something***

In 2014, the Department of Public Safety released the Safer Ohio Phone App, which includes the *See Something, Send Something* feature, to further engage the public. This no-cost app allows the public to report suspicious activity and report suspicious information or activity and send photos to OHS analysts.

### **Security Office**

Under the authority of the State of Ohio Homeland Security Advisor (HSA), the Strategic Analysis and Information Center (SAIC) Security Office administers the U.S. Department of Homeland Security (DHS) Security Program at the state level. All state of Ohio, DHS-certified fusion centers and facilities are supported by this office.

Nominations for DHS secret clearance consideration are submitted through this office. Additionally, the Security Office is responsible for all security matters relating to classified information, as well as unclassified but sensitive FOUO information to include access, storage, transportation and destruction. All clearances for access to classified information and FOUO information (nominations, permanent certifications, facility visit requests, courier authorizations, initial and annual training, and homeland security data network account requests) are processed through this office.

#### ***Clearances***

To date, 329 recommendations have been approved for nomination to DHS, including 34 nominations that were submitted in FY 2014. There are 3 pending submissions and 471 active clearances representing 267 state and local departments, agencies and divisions are on

the Ohio roster. This roster is used for monthly SAIC Classified Briefing vetting and includes both DHS-sponsored clearances (Ohio Security Office authority) and permanent certification clearances from other issuing authorities. There have been 663 clearances tracked and maintained on the SAIC system since the program began in February 2008.

#### ***Visit Requests / Permanent Certifications***

Permanent Certifications (PCRs) are used to pass clearances issued by another federal authority to the holder of classified information to permit access. In 2013, OHS/SAIC received 146 PCRs and submitted PCR paperwork to DHS for 89 outgoing Visit Requests and/or PCRs.

#### ***Clearance Holder Training***

Upon receiving notification of eligibility for Interim Secret or Final Secret Clearance, individuals are required to receive Initial Training for Safeguarding Classified and Unclassified but Sensitive Information within 45 days. Additionally, each DHS clearance holder must receive Annual Training. To date, 331 OHS-nominated clearance holders have received this training.

#### ***Monthly SAIC Classified Briefings***

The SAIC hosts an intelligence briefing at the classified level each month, bringing together federal, state and local law enforcement and other agencies. The briefings share classified intelligence relative to Ohio with state and local agencies that would otherwise not have access to the information. The SAIC Security Office notifies SAIC partners with proper credentials of monthly classified briefings. On average, 64 people attend the briefings, representing an average of 37 federal, state and local agencies.

### **Regional Coordination Programs**

#### ***Law Enforcement State Homeland Security Program (LESHSP)***

The Law Enforcement State Homeland Security Program (formerly known as the Law Enforcement Terrorism Prevention Program) distributes grants regionally. The state of Ohio has eight Homeland Security planning regions, and each region has established an Advisory committee consisting of at least three sheriffs, three police chiefs and a university chief. This program provides vital information sharing and early detection equipment (e.g. license plate readers and mobile data terminals) and response equipment (e.g. bomb squad and chemical response gear) to agencies across Ohio. Investments in equipment are geared toward strengthening Ohio's resiliency and ability to prevent terrorist attacks and other threats to public safety.

#### ***Terrorism Liaison Officer Program (TLO)***

In early 2007, Ohio Homeland Security established an excellent network of early detection assets through the Terrorism Liaison Officer Program. A Terrorism Liaison Officer is an individual that serves as the primary point of contact for public safety agencies who works hand-in-hand with the Fusion Centers communicating matters related to terrorism. Although the TLOs are not considered experts in terrorism, they attend meetings and training and then educate others within his or her department or area of responsibility.

Because the multi-disciplinary approach to information sharing is vital to the success of any terrorism-related response, the TLO Program has been expanded to include fire departments and emergency medical personnel. Today, there are approximately 700 TLOs that have been

trained and dozens of new applicants scheduled to be trained over the upcoming months. In addition to these officers, a Regional Intelligence Coordinator (RIC) has been established for each of the eight OHS regions. The RIC serves as the region's administrative/lead TLO and works with OHS to organize regionally based information-sharing meetings.

Over the next year, OHS will begin a process to assess the TLO and RIC program. With changing technology and terrorist tactics, it is vital to keep current information flowing to the TLOs which will enable them to keep Ohioans safe.

### **SAIC Information Sharing/Communication**

The SAIC is a team of local, county, state, federal and private sector partners determined to prevent terrorism and other threats to the public's safety. The SAIC is dedicated to providing first responders, private sector managers, and other partners with actionable intelligence and information to help them carry out their missions and keep Ohio safe. It serves as a secure clearinghouse for the collection, filtering, analysis and dissemination of terrorism-related information. The SAIC integrates information from multiple sources, creating information and intelligence documents and briefings which target known or emerging threats and vulnerabilities. The SAIC accomplishes this through partnerships and works from a state perspective to identify information and intelligence needs with the goal of preventing rather than responding to an incident.

#### **Operations**

The Analysis and Production Unit is staffed with five analysts supporting the core capabilities of transnational terrorism, domestic terrorism, cyber threats, security threat groups, and Chemical, Biological, Radiological, Nuclear, Explosive(CBRNE)-related issues. SAIC analysts completed 316 requests and created 395 intelligence products, including a daily product. Throughout the fiscal year, the unit provided formal and informal briefings to federal, state, and local governments and private sector partners. SAIC analysts are looked upon statewide for their leadership in their subject areas and knowledge of the intelligence process and analytic techniques.

In August 2013, the Ohio SAIC participated in the 2013 DHS Assessment that evaluates the overall capabilities of the National Network of Fusion Centers. This is a self-assessment that covers each of the core capabilities for fusion centers, as designated by the U.S. Department of Homeland Security. The SAIC met or exceeded each of the designated areas, receiving an overall score of 100. Comparatively, the national average for fusion centers was 91.

### **Infrastructure Protection**

After the 2011 integration into the SAIC, the Infrastructure Protection Unit (IPU) made significant progress in supporting the fusion center analytical picture. Over the past fiscal year, the IPU contributed to numerous threat/risk assessments and delivered infrastructure protection updates during the monthly classified briefings.

In 2014, the IPU began providing on-site assistance to local partners during large-scale special events. IPU staff deployed with SkyWatch observation towers to assist local authorities

in recognizing and reporting suspicious activities during large-scale events. In FY 2014, OHS provided equipment and analytical support at the Cleveland St. Patrick's Day Parade, the Rite Aid Cleveland Marathon, the Capital City Half Marathon, and the Susan G. Komen Race for the Cure.

### ***Protective Security Planners (PSP)***

The IPU has two Protective Security Planners (PSP) deployed statewide to complement the work of the DHS Protective Security Advisors program. In FY 2014, the PSP in the southern region assisted the Cincinnati Police Department in conducting security assessments throughout southwestern Ohio, as well as assessing the current security picture of the Ohio River and its maritime assets. The PSP in the northern region conducted numerous assessments on the ports located in Northern Ohio and provided briefings on the current security picture at those venues. Additionally, the Northern PSP completed several infrastructure assessments as a part of the DHS pilot project, Rapid Survey Tool. In addition to conducting security assessments, the PSPs built partnerships with private sector owners of critical infrastructure and attended county and community exercises to support all sectors.

Each PSP works with county EMA directors to promote collaboration, share information and identify critical infrastructure in their counties. They further support county EMA directors with exercises conducted in their respective counties including the annual southeastern Ohio Visible Intermodal Protection and Response (VIPER). The PSPs also provide guidance and assistance to local users for data upload into the Automated Critical Asset Management System (ACAMS) program. Lastly, PSPs have also completed presentations as requested, including the SAIC Classified Briefing and the Great Lakes Hazard Coalition (GLHC).

- Numbers of Assessments: 16
- DHS Sectors Supported: 16

### ***Automated Critical Asset Management System (ACAMS) and The Infrastructure Protection Gateway (IP Gateway)***

Ohio Homeland Security is Ohio's administrator for the Automated Critical Asset Management System (ACAMS), the federal electronic program that inventories and catalogs critical infrastructure statewide. OHS offers support for training and data entry, including technical assistance and troubleshooting data input issues.

In April 2014, Ohio completed the pilot rollout of the Rapid Survey Tool (RST) through DHS. This program allowed critical infrastructure assessors the ability to obtain relevant CI/KR information on a particular site and then offer suggestions for the improvement of the overall security of that specified site. The IPU provided several site assessments and feedback to DHS which assisted in the shaping of the IP Gateway Program.

As of June 6, 2014, the ACAMS system will be placed offline and the transition to the IP Gateway will begin. Ohio Homeland Security has designated staff as IP Gateway Administrators who will be responsible for cataloging Ohio's critical infrastructure sites and providing feedback to sites that conduct assessments.

IPU serves as the lead agency for Protected Critical Infrastructure Information (PCII) program in Ohio. The PCII program ensures that critical infrastructure information is adequately protected

from intentional or accidental release. The statewide PCII Officer and PCII Deputy liaison with the DHS PCII Office and partners that have a need and right to utilize critical infrastructure information.

### **Contact Information Management System (CIMS)**

The Contact and Information Management System (CIMS) is Ohio Homeland Security's online information sharing portal. CIMS is utilized to disseminate critical information to the appropriate users. CIMS has the ability to instantly send out sensitive information in the forms of alerts, bulletins and notifications. During the past year, CIMS has added 1,405 new users. A total of 1,962 CIMS users have logged into CIMS a total of 19,275 times. Throughout the year, a total of 532 alerts were distributed to CIMS users, and a total of 1,112 bulletins and notifications were posted to the database.

OHS contacted the chiefs and sheriffs of all law enforcement users housed in CIMS. Due to Law Enforcement Sensitive information that is readily available to these users, it is of the utmost importance to maintain a high level of security in CIMS. In addition to validating users, numerous new agencies were added to CIMS, including the Ohio Veterans Administrative Medical Centers, six US Coast Guard Agencies, three law enforcement ports, and three non-law enforcement ports. By setting up non-law enforcement ports, the CIMS Administrative Staff ensures that a large number of individuals associated with the Coast Guard will receive critical information.

OHS has worked closely with the Information Technology Office to further enhance system capabilities. In order to increase the accessibility and security of CIMS, separate public and private sector application processes were created. The separation of applications ensures the information is disseminated users with a need and right to know.

### **Scrap Metal Program**

In November 2012, the IPU implemented the scrap metal program, intended to reduce the adverse effect of scrap metal theft on critical infrastructure across the state. ORC§4737 requires that scrap metal dealers register with the state of Ohio annually and report daily transactions. OHS was tasked with developing, maintaining and providing the information technology platforms necessary to meet the requirements of the new law. These platforms include the registration database, the daily transaction database and the statewide Do Not Buy List(s).

Registration became a legal requirement on January 1, 2013, and marked the activation date of the Dealer Registration Database which collects information from dealers pertaining to their business and stores their registration/renewal information online. The registered dealer information is made available to law enforcement, providing details on scrap metal dealer compliance and dealer location. As of June 4, 2014, there were 397 dealers registered in Ohio and 232 renewed registrants.

The Daily Transaction Upload Database and the Statewide Do Not Buy List(s) databases are currently under development and will be released for law enforcement and dealers in the near future. Dealers will be required to electronically upload their daily business transactions that do not meet exemption requirements per the ORC.

The IPU has also provided regional scrap metal workshops that provide law enforcement and other partners with information on this relatively new law. These workshops further Ohio Homeland Security's ability to connect with local authorities to combat this complex issue that affects critical infrastructure and public safety. IPU also works directly with local partners to produce alerts and bulletins on specific incidents of thefts through the Contact Information Management System (CIMS).

### ***Emergency Response Plans***

OHS has established several critical response systems that are accessible through CIMS. The Ohio Law Enforcement Response Plan and Ohio Fire Emergency Response Plans provide access to easily identify the available resources of every agency throughout Ohio and how to procure those resources. This valuable database is searchable by agency, county, region, statewide or by needed asset. This program was designed to allow agencies to share resources to efficiently deal with any type of situation as it arises in the most efficient manner possible.

### ***Private Partnerships and Outreach***

The IPU continues to initiate and maintain strong partnerships with the private sector. These partnerships facilitate the collection and sharing of information in order to conduct assessments, identify vulnerabilities and consequences, and provide the opportunity for mitigation of risk to critical infrastructure and key assets. As of January 2014, the IP Unit has created a shared contact spreadsheet which provides uniformity for outreach purposes and allows for a constant update of contact information. All partners are offered a full tour of the SAIC and are offered private sector access to CIMS utilizing the relatively new "Private Sector" CIMS Application. Partners include:

- Ohio's Building Owners and Managers Association
- Ohio Jewish Community
- Great Lakes Hazards Coalition
- Ohio Utilities Protection Agency
- Ohio Grocers Association
- CSX Railroads
- National Military Intelligence Association
- Air Force Institute of Technology
- Ohio Retail Organized Crime Coalition (OROCC)
- Norfolk and Southern Railroads
- InfraGard
- Ohio Environmental Protection Agency

## **OHIO OFFICE OF CRIMINAL JUSTICE SERVICES (OCJS)**

Through research, technology, grants administration and programmatic initiatives, the Ohio Office of Criminal Justice Services (OCJS) serves a wide variety of agencies committed to reducing and preventing crime across Ohio, including law enforcement, courts, corrections and victims. OCJS serves as the state criminal justice planning agency and performs criminal justice planning for Ohio. OCJS administers over \$21 million in state and federal criminal justice funding annually; develops justice system public policy; collects and analyzes crime data, evaluates programs; develops technology, training and products for criminal justice professionals and their communities. OCJS also helps save lives and reduce injuries on Ohio's roads through the training initiatives offered by Motorcycle Ohio Program and the Driver Training Office.

### **Grants Administration**

During SFY 2014, OCJS administered more than \$21 million in funding through the following grant programs:

- Edward J. Byrne Memorial Justice Assistance Grant (JAG)
- Justice Assistance Grant for Law Enforcement (JAG LE)
- Violence Against Women Act Grant Program (VAWA)
- Family Violence Prevention and Services Act Grant Program (FVPSA)
- Residential Substance Abuse Treatment Program (RSAT)
- National Criminal History Improvement Program (NCHIP)
- Paul Coverdell Forensic Science Improvement Grants Program
- Project Safe Neighborhoods Program (PSN)
- Bulletproof Vest Partnership (BVP) Program
- Ohio Drug Law Enforcement Fund (state funding)
- Family Violence Prevention Fund (State funding)

OCJS conducted "Grant Writing 101" trainings, which provided attendees with an overview of basic grant components, including constructing good problem statements, effective program descriptions, analyzing objectives, and effective proposal writing. Additionally, the trainings discussed capacity, sustainability and budgeting.

### **Ohio Incident Based Reporting System (OIBRS) and Law Enforcement Officer's Toolkit (LEOT)**

More than 550 Ohio law enforcement agencies, covering approximately 75 percent of the population, report their crime statistics through the Ohio Incident Based Reporting System (OIBRS), including the Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo and Youngstown Police Departments. The Canton Police Department continues to work on their implementation and to begin reporting their crime statistics through OIBRS. OIBRS enables law enforcement to electronically submit detailed crime statistics to OCJS in a consistent format, working in collaboration with the FBI's National Incident Based Reporting System.

OIBRS identifies crime patterns and trends, facilitates data sharing and allows all participating agencies in Ohio to view crime statistics for Ohio.

The OCJS Law Enforcement Officer's Toolkit (LEOT) records management system was de-commissioned June 30, 2014. The LEOT was a records management option for local law enforcement agencies in Ohio for approximately 20 years. OCJS and Ohio Department of Public Safety (ODPS) IT actively collaborated with the Attorney General's Office to determine a solution involving the LEOT and the Ohio Attorney General's Office Ohio Law Enforcement Gateway Records Management System (OHLEG RMS). Both systems had been options to local law enforcement for their records management needs. Their technical platforms differ where the LEOT's data was locally installed and managed, and the OHLEG RMS is web-based and stores the data in a state database. It was determined that as a web-based application the OHLEG RMS is the best long-term solution for a law enforcement records management system option provided by the state. Due to the OHLEG RMS not offering a Crash Reporting application at this time, ODPS will offer a Crash Reporting application.

## **Human Trafficking**

In January 2013, OCJS hired the first state anti-trafficking coordinator. The state anti-human trafficking coordinator ensures the objectives of the Ohio Human Trafficking Task Force are met, serves as a primary point of contact for local and state agencies and non-governmental organizations on human trafficking issues. The Anti-Trafficking Coordinator strives to improve strategic coordination of state resources to prevent and respond to human trafficking throughout Ohio.

### ***FY 2014 Accomplishments***

- In June 2014, Governor Kasich signed HB 130 into law, a bill that increases protections for victims of trafficking and penalties for offenders.
- In partnership with multiple state agencies, OCJS/anti-trafficking coordinator finalized and launched a human trafficking screening tool to assist in the identification of human trafficking victims; similarly, in partnership with multiple state agencies, OCJS/anti-trafficking coordinator finalized and launched assessment tools to encourage trauma-informed care by practitioners.
- In partnership with the Ohio Department of Job and Family Services, OCJS/anti-trafficking coordinator contracted with the Ohio Network of Child Advocacy Centers (ONCAC) to provide services to victims of trafficking who are minors. As of March 2014, ONCAC identified 51 minor victims of trafficking.
- In January 2014, the Ohio Human Trafficking Task Force and OCJS/anti-trafficking coordinator launched a statewide public awareness campaign, creating open-source billboards, posters and fact sheets aimed at: 1) educating the public that human trafficking is a crime that occurs in Ohio, 2) promoting the appropriate method for reporting human trafficking situations, and 3) directing victims of human trafficking to available services and treatment, to help them to regain control of their lives. More than 60 of our state agencies, boards and commissions are partnering with the Governor's Task Force to get the messaging out and

will be extensively using the material in January and throughout the year on social media, in community-facing offices such as Ohio's health clinics, seasonal farm worker camps, and correctional facilities. Multiple regional transit systems and private citizens advocacy groups are using the billboards and posters throughout the state, including the Cleveland Regional Transit Authority and Toledo Area Regional Transit Authority.

## Policy and Research

OCJS released the following publications, which are used by practitioners, legislators and educators to become better informed on the latest trends and research impacting the criminal justice field. Our publications help these professionals identify data that impacts their respective areas of expertise, and the publications also help them become better informed on evidence-based practices in the field:

- The *Ohio Multi-Jurisdictional Task Force Annual Report* highlights the activities of Ohio's funded multi-jurisdictional task forces. Included in this report are 2013 statistics on drug indictments, drug seizures and pharmaceutical diversions.
- The *Ohio Multi-Jurisdictional Task Force Trend Report* summarizes major trends in task force activities from 2010-2013.
- OCJS began publishing *Quarterly Crime Reports* in 2013. These reports use OIBRS data to describe trends in both violent and property crime for major Ohio cities.
- Two *OCJS Research Briefs* reviewed research and statistical reports highlighting criminal justice research that either took place in Ohio or impacted Ohio criminal justice agencies.
- OCJS researchers worked with coroners from four different Ohio counties to compile data on opiate-related overdoses from 2012-2013. These data were summarized and included in research reports to shed light on the epidemic of opiate-related overdoses in Ohio.
- *Homicides in Ohio 2011* highlights Supplementary Homicide Reports based on homicides reported by Ohio law enforcement to the FBI in 2011. It summarizes some key findings with an emphasis on data related to Ohio.
- *Probation and Parole in the United States 2010; Ohio Data* is a summarization of surveys collected by the federal system from all 50 states and the District of Columbia. It summarizes key finding with an emphasis on data related to Ohio.
- *Prisoners in 2012: Trends in Admissions and Releases, 1991-2012* highlights and compares characteristics of the nation's and Ohio's prison population. It summarizes some key findings with an emphasis on data related to Ohio.
- *Mortality in Local Jails and State Prisons* is a report developed from the BJS Deaths in Custody Reporting Program and collected from participating local jails and state prisons. It summarizes key findings with an emphasis on data related to Ohio.
- *Hate Crime Statistics* is a summarization of hate crimes reported annually to the FBI with an emphasis on Ohio data whenever available.

### ***FY 2014 Accomplishments***

- OCJS created the Ohio Strategic Multi Agency Research Team (OSMART), a collaborative effort with five other state agencies to produce relevant research that can inform policies and procedures, build the knowledge base and ultimately lead to data-driven programs and practices within state government.
- In FY 2013, OCJS created the Ohio Consortium of Crime Science (OCCS), an association of researchers from colleges and universities working together to provide evidence-based solutions to the real-world problems faced by local criminal justice agencies. There are currently 38 researchers involved in the OCCS. Since its inception, three projects have been completed and three are in progress.
- OCJS, in conjunction with the Family Violence Prevention Center Advisory Council, completed a statewide needs assessment to identify existing gaps when serving victims of domestic violence, sexual assault, dating violence and stalking.
- OCJS recently created the Ohio Data Dashboard, which is an interactive map that combines various statistics by county for the state of Ohio and maps data that improves data visualization and engages users.
- OCJS actively participated on the Governor's Taskforce on Sexual Misconduct and subsequent activities including cultural assessments of DYS facilities and parole regions following release of the BJS report on sexual victimization in juvenile facilities.
- OCJS hosted a statewide training on the Community Initiative to Reduce Violence (CIRV) for Ohio cities currently implementing the strategy, in addition to cities interested in learning more about it. Ohio is the first state in the country to have the data-driven strategy implemented in multiple sites. Currently OCJS is providing technical assistance to five cities implementing the strategy.

### **Motorcycle Ohio (MO)**

Motorcycle Ohio (MO) is the state's motorcycle safety and education program. MO provides motorcycle rider courses for beginning and experienced riders, as well as instructor courses. In addition to rider education and instructor development activities, MO addresses impaired operation, motorist awareness and motorcycle licensing through public information and education campaign and other related activities.

### ***FY 2014 Accomplishments***

- 13,516 students trained.
- Training conducted in 27 counties through 21 grantees and 17 private providers. MO ensures that all 102 training sites located throughout Ohio perform courses in a safe and efficient manner through quality assurance.
- Conducted two New Instructor Preparation Courses for 24 candidates
- Distributed grants totaling \$2,252,478.78 to 21 grantees.

- Built a new, more user-friendly Web site containing announcements, training information and other pertinent information for students, providers and other interested parties.
- MO worked with the Office of Traffic Safety in producing “Ride Smart” materials, motorcycle awareness bumper stickers, “Watch Out for Motorcycles” yard signs, reflective helmet stickers, and Motorcycle Ohio kickstand plates. These products were in heavy use at ‘bike night” events and with riding groups across the state.
- MO continued its partnership with the American Motorcyclists Association (AMA) by participation in AMA special events and activities. Most notable were the national events: AMA Vintage Days and Super Bike week in Lexington, Ohio.
- Completed in June the update of 275 instructors on our updated classroom curriculum. We have raised classroom expectations and execution with adult learning and student centered facilitation platform versus the past “read and report” style.

## **Driver Training**

The Driver Training Program licenses and regulates the statewide training programs for novice drivers, persons with disabilities, commercial motor vehicle drivers, mature drivers, juvenile and adult remedial programs. The Driver Training Program develops rules and regulations for new driver education programs and maintains the statewide novice and juvenile curriculums. The program also provides and oversees training for owners, managers, supervisors and instructors.

### ***FY 2014 Accomplishments***

- The Driver Training Program licensed five online driver education providers. Each provider passed a rigorous three-tier review including a security assessment that required minimum standards for the protection of student data.
- The first Advanced Juvenile Driver Improvement program curriculum provider was approved and will soon be certified to train students in advanced driving skills in emergency situations.
- The Driver Training Program licensed five new Commercial Driving (CDL) schools.
- The mature driver course was updated to allow mobility in location sites, thus increasing accessibility and reducing costs.
- The Driver Training Program revised the novice driver curriculum. The new format will provide a Teacher Resource Guide, which provides guidance on teaching the hearing impaired, developing lesson plans, providing for diversity in the classroom, professionalism and explaining different learning types.

## **OFFICE OF ADMINISTRATION**

The Office of Administration makes it possible for all other divisions within the Ohio Department of Public Safety to operate smoothly. Some areas under Administration include Information Technology, Business Services and Fiscal Services.

### **Business Services — Printing and Mail Services**

- Printing and Mail Services continue to utilize state term contracts, consolidate in-house processes, utilize electronic documents in lieu of printing, research/change specifications, update procedures to reduce costs, and recommend copier, printer, fax machine, and scanner options for an approximate cost savings of \$100,283.
- PMSS saves approximately \$125,000 per year by updating BMV customer addresses provided by Pitney Bowes Presort Services.
- PMSS is currently replacing aging larger robust copiers with the Canon iR400iF, which is half the size, half the cost, has identical features, and is made for low to mid-volume copying/printing. This will save ODPS approximately \$90,720.

### **Business Services — Procurement Services**

#### ***Law Enforcement Support Office (LESO)***

- Completed the 2014 Auto Choice purchasing program with a total of 22 orders for 37 vehicles at a cost of \$852,826.24 saving Ohio law enforcement agencies a total of \$101,011.76.
- Coordinated the transfer of approximately 29,000 items valued at \$44,438,349.94 from the Department of Defense to Ohio law enforcement agencies.

#### ***Procurement Services***

- Successfully executed 5,255 requisitions in FY 2014. Cost Savings efforts for the same period were documented as \$78,484.63.
- Minority Business Enterprise purchases (set-aside and participation efforts combined) achieved 17.74 percent for FY 2014.
- Encouraging Diversity, Growth, and Equity purchases of 4.17 percent were recognized for FY 2014.

### **Fiscal Services**

- Issued 94,000 payments to vendors and state/federal sub-grantees.
- Created an OAKS Interface File for grant subsidy payments in May.
- Made monthly distributions totaling \$477 million for the year to 2,298 taxing districts and 88 counties. Distributions were comprised of vehicle registration and permissive tax revenue.
- The Motor Vehicle License and Permissive Tax Distribution online reports were imple-

mented in fiscal year 2014. These online reports allow officials of all 2,298 taxing districts, county auditors, and county engineers to access current and historical motor vehicle license and permissive tax distribution reports readily, and is saving the state \$14,000 annually in printing and mailing costs.

- The new Tax Distribution System (TDS) went live on January 1, 2014. Tax Distribution worked with DPS IT to rewrite, test, and implement the system. The TDS accurately gathers data to calculate the monthly distributions of motor vehicle license and permissive tax to Ohio's 2,298 taxing districts and 88 counties, as well as calculating the international registration plan (IRP) distributions to foreign jurisdictions (58 states, provinces and the District of Columbia). In fiscal year 2014, these distributions totaled over \$549 million. The new system has greatly enhanced processing capabilities. In the past, this end of month processing would take over 12 hours. With the new system, this process takes less than 5 minutes.
- Fiscal opened 45 new pre-paid accounts; over 597 prepaid accounts are maintained. Due to stricter pre-paid account application requirements, many existing accounts were deactivated. Users are required to provide the Ohio Bureau of Motor Vehicles with a detailed synopsis of their company by completing the following forms: the Business Identification Information (BMV 3342), the Agreement for Use of Information (BMV 1117), and the Record Request Form (BMV 1173).
- Processed 1,997 deposits totaling \$791 million.
- Balanced 16,125,598 Deputy Registrar transactions totaling \$621 million in sales.
- Balanced 652 account/agency use categories each month.

## **Human Resources**

### ***Benefits***

- Administered all aspects of employee benefits for 3,767 full-time and 10 part-time Ohio Department of Public Safety employees.
- Operation feed provided 79,338 meals to benefit the Mid-Ohio Foodbank as of June 25, 2014.

### ***ePerformance***

- Since the roll out of the ePerformance system, approximately 220 supervisors and 416 employees have been trained on using the ePerformance system. There have been 2,818 annual, ad-hoc and probationary evaluations completed.

### ***Labor Relations***

- The Bureau of Motor Vehicles Customer Service Center (CSC) closed on June 27, 2014. In addition to the closure, the Customer Service Specialist classification was abolished. Beginning in December 2013, Labor Relations worked with the BMV and OCSEA to place 19 impacted bargaining-unit employees into vacancies throughout the BMV.

- The Department's Disciplinary Grid was released to all DPS employees on August 27, 2013.
- Labor Relations Administrator Julie Lee and Labor Relations Officer 3 Tyrone Reynolds were selected to serve as impartial mediators for the Ohio Employee Workplace Mediation Program. They each completed training conducted by the Dayton Mediation Center in June 2014.
- Labor Relations (LR) is working with EMA management and OCSEA to improve relations with OCSEA. Regularly scheduled labor/management meetings are being held to facilitate communication. In addition, LR is meeting with EMA management and the performance improvement team to revise policies/procedures for EMA's State Emergency Operations Center overtime staffing while ensuring adherence to the OCSEA contract.

#### *Payroll*

- FY 2014 Total Payroll Expenses; \$329,855,480

#### *Personnel*

- Implemented and managed first civil service testing for ODPS
  - o Completed Civil Service Testing at DPS for Customer Service Assistant 2 position. Applicants will now be placed on a rank ordered list to be hired as vacancies are approved to be filled when there is no layoff and no applicants with contractual rights.
  - o Applications received: 271
    - Did not meet MQs: 49
  - o Invited to test: 222
    - Did not schedule: 35
    - Did not show for testing: 50
    - Tested: 137
      - Passed: 100
      - Failed: 37
- Worked with IT and related business owners to eliminate dual entry in PeopleSoft system
- Redefined ODPS College Intern Program
  - o Created and released new agency policy on April 30, 2014.
  - o Implemented program changes including rates of pay based on student status

### *Web-Based Training*

- Public Safety Training Campus (PSTC):
  - o Consolidated the separate EMA and DPS training systems into the single PSTC, eliminating separate licensing costs
  - o Began the upgrade of the PSTC system to increase capacity for additional students and training—currently supporting approximately 24,000 users—expect project completion in Q1 FY15
  - o Implemented centralized user account management
  - o Created terms of use for non-DPS students, which account for about  $\frac{3}{4}$  of PSTC students
- Saba/OrgPlus
  - o Prepared for the implementation of new table of organization software (ongoing)—defined requirements, identified and prepared data sources—expect project completion in Q1 FY15
- Upgraded DPS badging system
- DPS Staff attended multiple training sessions/meetings in order to enhance skills
  - o Developed training modules for several DPS divisions including OSP “SIGNAL”, EMA radiation safety and others
- Supporting Safer Ohio initiatives through PSTC:
  - o Director’s quarterly videos
  - o Human trafficking training
  - o Coordinating “Securing the Human” training for DPS employees through DAS e-learning system.

### *Workforce Planning*

The 2013 ODPS Workforce plan was approved by the Governor’s Office on June 17, 2014. Members of the HR workforce planning team have begun meeting with division directors in preparation for the 2014 Workforce Plan.

